

OpenText iPrint Appliance 23.4

Administration Guide

January 2024

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About This Guide

This guide describes how to install, configure, and customize OpenText iPrint Appliance on your network.

NOTE: MicroFocus is now OpenText.

- ♦ [Chapter 1, “Overview,” on page 11](#)
- ♦ [Chapter 2, “What’s New or Changed in iPrint Appliance,” on page 19](#)
- ♦ [Chapter 3, “Planning Your Print Environment,” on page 21](#)
- ♦ [Chapter 4, “Deploying iPrint Appliance,” on page 27](#)
- ♦ [Chapter 5, “Configuring New Appliance,” on page 35](#)
- ♦ [Chapter 6, “Migrating or Recovering an iPrint Appliance,” on page 57](#)
- ♦ [Chapter 7, “Migrating Printers from an OES iPrint Server,” on page 63](#)
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- ♦ [Chapter 10, “Managing iPrint Appliance,” on page 89](#)
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- ♦ [Chapter 12, “Installing and Setting Up iPrint on Client Workstations,” on page 185](#)
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- ♦ [Appendix A, “Advanced Configuration for iPrint Mobile Service \(Optional\),” on page 243](#)
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- ♦ [Appendix D, “TIDs for iPrint,” on page 257](#)

Audience

This guide is intended for OpenText iPrint Appliance administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Documentation Updates

For the most recent version of the *OpenText iPrint Appliance Administration Guide*, and other documentation for this product, visit the [OpenText iPrint Appliance Documentation Web site](#).

For information about configuring and using the mobile app, see the **FAQ** section of the app.

1 Overview

Organizations want to reduce the complexity of managing printers by IT and allow end users to easily locate and install printers.

That's where OpenText iPrint Appliance comes in. OpenText iPrint Appliance offers a single, scalable solution for managing all of your printing across multiple office locations from any device. It lets the users print quickly, easily, and more securely.

NOTE: MicroFocus is now OpenText.

- ♦ [Section 1.1, "Understanding OpenText iPrint," on page 11](#)
- ♦ [Section 1.2, "Benefits of iPrint," on page 15](#)
- ♦ [Section 1.3, "Feature List," on page 16](#)
- ♦ [Section 1.4, "Challenges in Print Environment," on page 17](#)

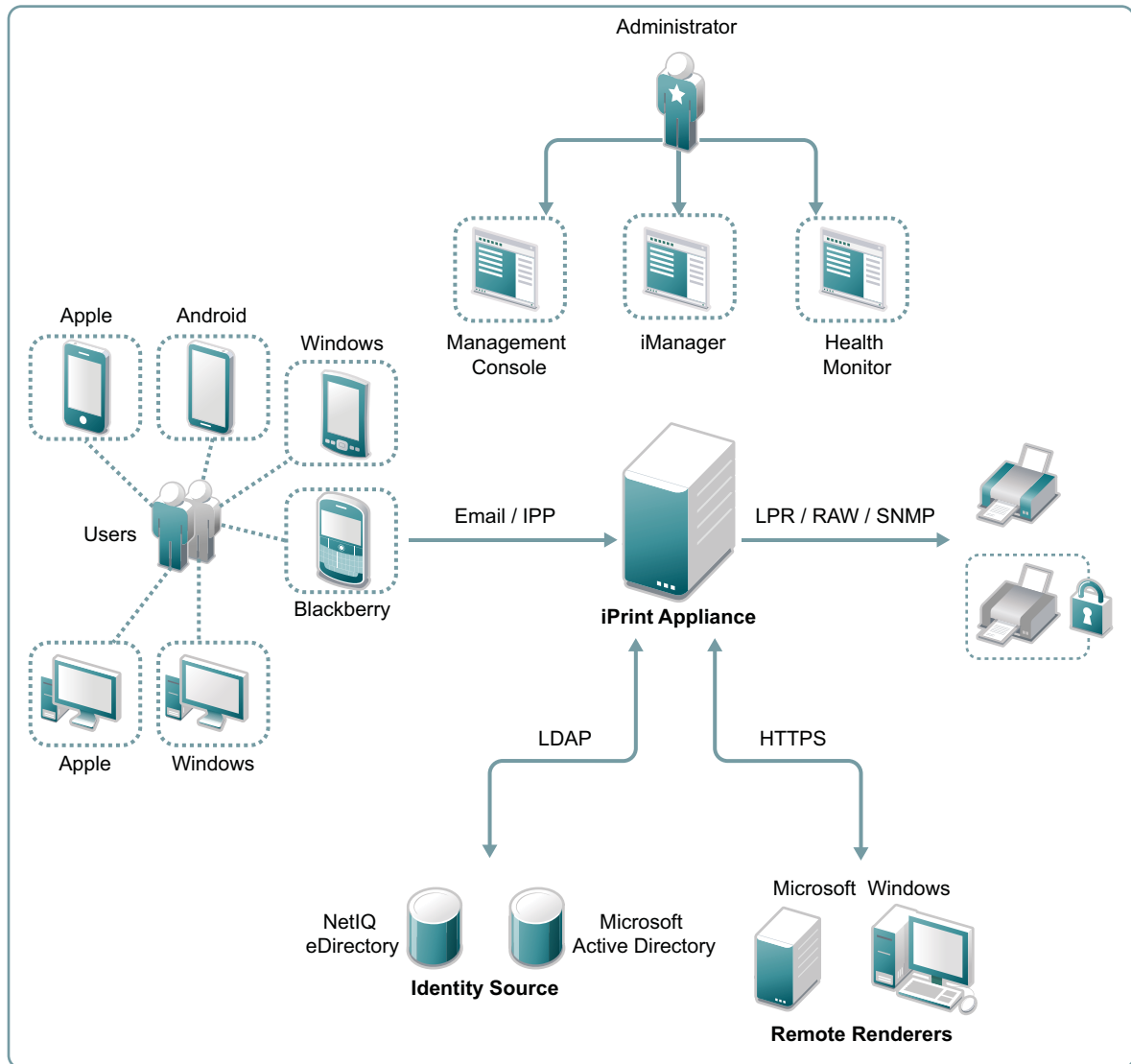
1.1 Understanding OpenText iPrint

- ♦ [Section 1.1.1, "iPrint Components," on page 12](#)

OpenText iPrint Appliance provides secured enterprise print services for your desktops, laptops, and mobile devices. OpenText's iPrint solution integrates with your existing corporate printers, regardless of the printing vendor or brand allowing you to deliver self-service printer provisioning to your device users.

1.1.1 iPrint Components

Figure 1-1 iPrintOverview



- ♦ “Users” on page 13
- ♦ “Devices” on page 13
- ♦ “Protocols” on page 13
- ♦ “Administration” on page 13
- ♦ “Accounting With iPrint” on page 14
- ♦ “Identity Source” on page 14
- ♦ “iPrint Appliance” on page 14
- ♦ “Renderers” on page 14
- ♦ “Printers” on page 15

Users

Users can submit print jobs through iPrint from their desktops, laptops, or mobile devices to both new and legacy printers from all the major print vendors, without worrying about print drivers. You can either import users from an existing LDAP source or create new users on the iPrint Appliance.

Users can be imported from an existing LDAP source or new users can be created in iPrint Appliance. If you have the Microsoft AzureAD configured in your environment. Azure AD users can login and authenticate with their credentials. There is no need to import these users to the appliance.

Devices

iPrint supports printing from desktops, laptops, or mobile devices.

Desktops and laptops: Clients for Windows and Mac workstations.

Mobile Devices: Apps for iOS, Android, and Amazon Kindle devices.

Protocols

IPP/ Email: The devices and app uses IPP (Internet Printing Protocol) or email to submit the print job. If a direct network connection to iPrint Appliance is unavailable, the device switches to email printing, and uses the email client configured on the device.

LDAP: LDAP is used for communication between iPrint Appliance and identity stores (eDirectory and Active Directory).

HTTPS: HTTPS protocol is used for secure communication between iPrint Appliance and remote renderers.

LPR/RAW/SNMP: iPrint Appliance supports printer communications using the Line Printer Remote (LPR), RAW, or SNMP protocols.

Administration

Using OpenText iPrint Appliance Management Console, you can add and manage printers, check the printer status, create printer maps, and monitor the appliance.

iPrint Configuration: Use for initial iPrint configuration and setup. You can configure items such as mobile printing, LDAP user/group sources, renderers for enhanced document conversion, and so on.

Appliance Configuration: : Use this tool to reconfigure the system's network settings, time, SSL certificates, and passwords. Network Settings should not be changed once iPrint Appliance Configuration has been initiated.

iPrint Printer Configuration (iManager): iManager is a web-based tool that allows you to set up and manage your print environment. You can create printers, printer drivers, profiles, and users.

iPrint Health Monitor: Monitors your iPrint environment. You can view status of print jobs and manage jobs, and generate audit reports that show details of who printed and how much.

iPrint Migration Utility: You can migrate printers, drivers, driver profile, and printer configuration details from your existing NetWare or OES environment.

iPrint Map Designer: Use this tool to create map displaying the location of printers. Users can identify and install printers that are nearest to their location.

Accounting With iPrint

Print Accounting: OpenText iPrint integrates with third-party print accounting solutions to provide full support for accounting the print jobs including tracking all the print jobs and keeping a tab on the paper consumption. The print accounting feature enables the print administrator to have a clear understanding of who is printing what and when, and apply charge back capabilities if required.

Direct Print Accounting: A printer that is enabled for iPrint Direct sends print jobs directly to the printer instead of sending the job to the print server first. The print job is sent to the printer in LPR or raw 9100 format, depending on the setting in the gateway autoloading command for the printer. Although this greatly reduces server communication, the ability to audit print jobs is lost. However, if you are running a third-party print accounting solution, OpenText iPrint client can integrate with the third-party print accounting solution to provide support for accounting print jobs to direct printers.

To install and configure third-party print accounting solution, refer to their documentation.

Identity Source

It works with LDAP directories such as Active Directory, eDirectory, and Microsoft Identity. OpenText iPrint makes secure printing easy by integrating its data store with your identity directory.

iPrint Appliance

Print and mobile server are the main components of appliance which handle all print jobs and all print infrastructure.

Renderers

- ♦ [“Local Renderer” on page 14](#)
- ♦ [“Remote Renderer” on page 14](#)

Local Renderer

iPrint Appliance is bundled with an in-built document renderer (local renderer). The local renderer converts documents to the PDF format, then converts them to the print ready format using CUPS. The renderer supports Open Office, Microsoft Office and image formats, and also has a multithreading feature.

Remote Renderer

iPrint Appliance ships with a remote renderer. For desktop-quality printing, it is highly recommended that you install the remote renderer. You can download the remote renderer from the iPrint Appliance Management Console.

The remote renderer provides high quality rendering for Microsoft Office and PDF document formats.

Printers

Users can send print jobs through iPrint to both new and legacy printers from all the major print vendors.

1.2 Benefits of iPrint

Self-service printing: Users can print from their desktops, laptops, or mobile devices without waiting for the helpdesk to set-up a printer.

From desktops or laptops, users can print by selecting printers on a map using a web browser.

From mobile devices, users can print to any organizational printer using an iPrint app, email, or via AirPrint™.

WalkUp printing: Print jobs sent by the users are put on hold and can be released to a desirable printer.

Mobile device printing: Users of iOS, Android, and Windows mobile devices can download apps that allow them to print from their mobile devices directly to any of your organization's printers.

iPrint provides all of the necessary document rendering and conversion.

Expand your horizons: Users can print any time, from anywhere, using almost any device. Click to send a print job to any printer irrespective of the location of the printer.

Works with everything: iPrint provisions print services for nearly every device you have, including desktops, laptops, smartphones, and tablets. It works whether users are printing from Mac or Windows. It works on iOS, Android, and Windows Mobile.

Simplified enterprise printing: iPrint connects all your organization's workstations and mobile devices to your current printers. iPrint scales exceptionally well, reducing the server infrastructure you need to maintain hundreds or thousands of printers and thus lowering your network bandwidth costs.

AirPrint Integration: Makes wireless, proximity-based printing a possibility across your organization. Allows iOS users to use the AirPrint capabilities with the iPrint printer.

Samsung KNOX certified: Enhanced security for Android devices while maintaining user-friendly, secure mobile printing in your corporate environment.

QR Code Support: Scan a QR code to quickly connect your mobile device to a specific printer.

Email print jobs to any iPrint printer: Any email-enabled device can print to any iPrint printer by sending the print job in the body of the email or as an attachment.

Secure printing: You can secure your data before it goes to the printer, provisioning print services based on user, group and container membership.

Works in heterogeneous environments: Saves IT time and money by significantly reducing the management burden required for mixed fleets of Mac or Windows desktops. It works across the major mobile platforms as well, meaning IT only has to manage a single print solution for all your organization's endpoints.

Leverages your current directory service: iPrint makes secure printing easy by integrating its data store with your identity directory. It works with lightweight directory access protocol (LDAP) directories such as Active Directory, eDirectory, and Microsoft Identity.

Works with legacy printers: Mobilize your existing fleet of printers rather than buying new. It works with what you have now and what you may want going forward.

1.3 Feature List

Table 1-1 Features Available Per License

Features	Licenses		
	Enterprise/ Desktop_Mobile	Desktop	Mobile
Printing from/with:			
♦ Desktop (Windows and MAC)	✓	✓	✗
♦ Mobile Devices (Android for Work/AppConfig Community Standards)	✓	✗	✓
♦ Chromebook	✓	✓	✓
♦ iPrint Portal (QuickPrint)	✓	✓	✓
Web Printing	✓	✓	✓
Email Printing	✓	✓	✓
High-Quality Rendering (Using Remote Renderer)	✓	✓	✓
AirPrint Support	✓	✗	✓
Release WalkUp Jobs with:			
♦ Mobile Devices	✓	✓	✓
♦ Release Portal	✓	✓	✓
♦ Identity Cards	✓	✓	✓
♦ Identity Cards (Using Advanced Authentication)	✓	✓	✗
MDM Support (BlackBerry (formerly Good)/ MobileIron/Zenworks)	✓	✓	✓

For more information on applying the license, see [“License” on page 137](#).

1.4 Challenges in Print Environment

End users:

- ♦ Printing from mobile devices (BYOD)
- ♦ Ease of installing printers and printer drivers
- ♦ Updating printer specific drivers

Administrators:

- ♦ Complexity of managing printers and printer drivers
- ♦ Auditing and accounting of print jobs
- ♦ Health-monitoring of a printer
- ♦ Secure printing
- ♦ Printing in heterogeneous environments - Windows and Mac platforms

2 What's New or Changed in iPrint Appliance

This section summarizes the new features and enhancements in iPrint Appliance.

- [Section 2.1, “What’s New or Changed Innovation Release iPrint Appliance 24.1,” on page 19](#)
- [Section 2.2, “What’s New or Changed in iPrint Appliance 23.4,” on page 19](#)

2.1 What's New or Changed Innovation Release iPrint Appliance 24.1

- [Section 2.1.1, “Managing iPrint Administration Privileges to Directory User,” on page 19](#)

2.1.1 Managing iPrint Administration Privileges to Directory User

Active Directory and eDirectory imported users can manage the iPrint Appliance server using Administrator rights. See, [“Managing Administration - Imported User as Administrator” on page 122](#)

2.2 What's New or Changed in iPrint Appliance 23.4

- [Section 2.2.1, “Secure Communication through IPP,” on page 19](#)
- [Section 2.2.2, “Updating using Product Upgrade Channel,” on page 19](#)

2.2.1 Secure Communication through IPP

In order to fetch the printer attributes, iPrint has incorporated the feature enhancement of secure communication through IPP on port 443 between the iPrint gateway and printers. To accomplish this feature, the iPrint gateway by default communicates with printers through IPP.

If the printer is not supporting IPP or if the communication between the iPrint gateway and printers through IPP fails then the printer's attributes are retrieved using SNMP. See, [“Modifying the Printer’s Gateway Load Commands” on page 171](#).

2.2.2 Updating using Product Upgrade Channel

Beginning with iPrint Appliance 23.4, you must use the product upgrade channel for updating both the iPrint Appliance patches and the appliance OS. See, [Section 6.4, “Updating to iPrint Appliance 23.4 through Product Upgrade Channel,” on page 59](#).

3 Planning Your Print Environment

This section describes the requirements for installing iPrint Appliance.

- ♦ [Section 3.1, “Server Requirements,” on page 21](#)
- ♦ [Section 3.2, “Ports Requirements,” on page 22](#)
- ♦ [Section 3.3, “Remote Renderer Requirements,” on page 25](#)
- ♦ [Section 3.4, “Mobile Requirements,” on page 26](#)
- ♦ [Section 3.5, “Migrate Requirements,” on page 26](#)

3.1 Server Requirements

iPrint Appliance works with any virtualization software that can run the `.ova`, `.vhdx`, `.qcow2`, or `.xva` file formats.

- ♦ Virtualization software. For support matrix, see [Section C.9, “iPrint Appliance Server and Client Support,” on page 252](#).
- ♦ Directory service:
 - ♦ NetIQ eDirectory 9.x
 - ♦ NetIQ eDirectory 8.7.x and 8.8.x
 - ♦ Active Directory configured on Windows Server 2012 R2 Standard Edition
 - ♦ Active Directory configured on Windows Server 2008 R2 Enterprise Edition
- ♦ NTP server details:
 - ♦ IP address or hostname
- ♦ IP address details for iPrint Appliance, including:
 - ♦ Static IP address
 - ♦ Network mask
 - ♦ Gateway IP address
 - ♦ Host name associated with the IP address
 - ♦ IP address of a DNS server
- ♦ The IP address assigned to the iPrint Appliance and remote renderer must have DNS host entry in the DNS server. Ensure that the DNS entries are in the same domain.

If you do not have a DNS server to resolve the hostnames, you can use the `hosts` file to resolve the same as follows:

- ♦ Ensure that the `hosts` file is updated with the iPrint Appliance and remote renderer details (IP and hostname) in both the iPrint Appliance and the remote renderer machine. The `hosts` file is located at:

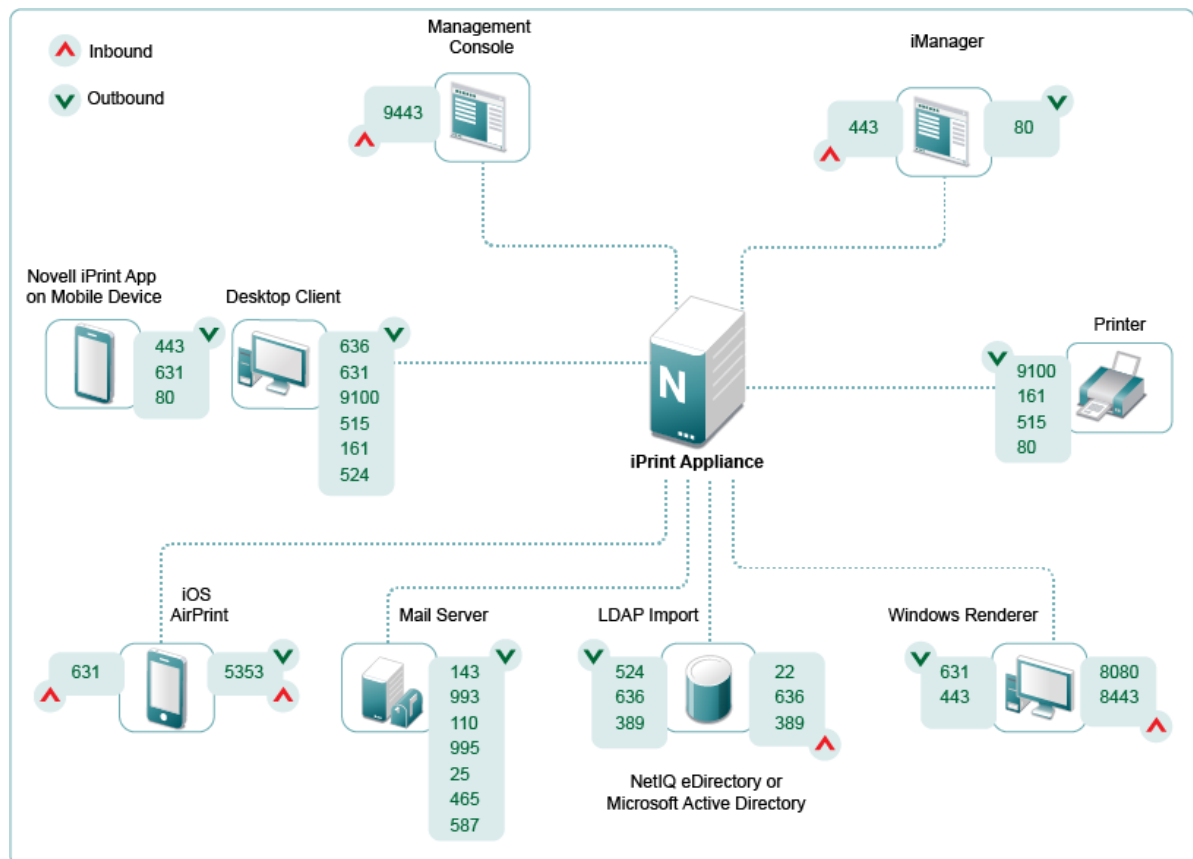
iPrint Appliance: `/etc/hosts`

Remote renderer in the Windows machine: `C:\Windows\System32\drivers\etc`

- ♦ If you are using a third party certificate, ensure that the hostname of the iPrint Appliance and remote renderer are configured with the domain name against which the certificate is issued. For example, appliance.xyz.com and remoterenderer.xyz.com.
- ♦ If the iPrint Appliance and remote renderer, requires same IP address to resolve two different host names, then during the appliance configuration, do one of the following:
 - ♦ Ensure that the `/etc/hosts` file of iPrint Appliance is updated with the IP address and hostname (domain name against which the certificate is issued) of the iPrint Appliance and remote renderer.
 - ♦ If you have a DNS server, then ensure that the PTR record entry for hostname matches the domain name of the used certificate. Ensure to remove all the other hostnames from the `hosts` file.
- ♦ **Memory:** 8 GB RAM or higher is recommended.
- ♦ **Primary Hard Disk:** 50 GB or higher. This disk stores the Operating System and all the binaries.
- ♦ **Secondary Hard Disk:** 50 GB or higher. This disk stores the configuration details of the appliance. All the WalkUp jobs are also stored on the secondary disk. Depending on the usage of the print service, decide the space required on the secondary disk.

3.2 Ports Requirements

Figure 3-1 iPrint Appliance Ports Map



Desktop Clients: Open the ports on your clients to communicate with iPrint Appliance, printers and LDAP sources.

Operating System	Connection Type	Port	Protocols	Description
Windows	Outbound	9443		The release portal uses this port to communicate with iPrint Appliance
	Outbound	636	LDAPS (Secure)	To communicate with LDAP sources
	Outbound	631	IPP	To communicate with iPrint Appliance
		9100	RAW	
		515	LPR	
		161	SNMP	
		524		To communicate with eDirectory using DClient
Mac	Outbound	9443		The release portal uses this port to communicate with iPrint Appliance
	Outbound	631	IPP	To communicate with iPrint Appliance
		9100	RAW	
		515	LPR	

Mobile Apps: Open ports on your mobile devices to communicate with iPrint Appliance and printers.

Operating System	Connection Type	Port	Protocols	Description
iOS, Android, Windows	Outbound	443	HTTPS	To communicate with iPrint Appliance
	Outbound	631	IPP	To communicate with iPrint Appliance
		80	TCP	

Remote Renderer: Opens the ports for various communications between iPrint Appliance and printers.

Operating System	Connection Type	Port	Protocols	Description
Windows	Inbound	8080	HTTP	To allow Management Console and Mobile server to connect with the renderer
	Inbound	8443	HTTPS	To allow secure communication
	Outbound	631	IPP	To communicate with iPrint Appliance
		443	HTTPS	To communicate with iPrint Appliance

iPrint Appliance: Open the ports for various communications between iPrint Appliance and printers.

Tasks	Connection Type	Port	Protocols	Description
Printers	Outbound	9100	RAW	To communicate with the printers
		161	SNMP	
		515	LPR	
		80	TCP	
AirPrint	Inbound	631	IPP	To perform AirPrint jobs
		443	HTTPS	
		5353	mDNS/ UDP	
	Outbound	5353	mDNS/ UDP	To advertise iPrint printers as iOS AirPrint printers
Desktop Clients	Inbound	515	LPR	To allow Desktop clients to communicate with the appliance
LDAP Import	Outbound	524	NCP (Dclient)	To perform LDAP import and authenticate users to the configured LDAP sources
		636	LDAPS (Secure)	
		389	LDAP (Non-Secure)	

Tasks	Connection Type	Port	Protocols	Description
	Inbound	22	SSH	To allow access to appliance to perform LDAP Import
		636	LDAPS (Secure)	
		389	LDAP (Non-Secure)	
Management	Inbound	9443		To allow access to iPrint Management Console
	Inbound/ Outbound	443	HTTPS	To perform iManager tasks
		80	TCP	
Mail Server	Outbound	143	IMAP	To communicate with the Mail server.
		993	IMAPS (Secure)	
		110	POP3	
		995	POP3	
		25	SMTP	
		465	SMTP (Secure via SSL)	
		587	SMTP (Secure via TLS)	

NOTE: For ports required by 3rd party products, you must refer to their documentation.

3.3 Remote Renderer Requirements

For desktop quality printing for Microsoft Office and PDF documents, you must install a remote renderer. The minimum requirements are as follows:

- ♦ Install the renderer on a Microsoft Windows 64-bit system
- ♦ Windows 11/ Windows 2022/ Windows 10/ Windows 2019 Enterprise with a dual-core processor or higher
- ♦ Microsoft .Net Framework 4.5 or later
- ♦ The IP address assigned to the iPrint Appliance and remote renderer must have DNS host entry in the DNS server. Ensure that the DNS entries are in the same domain.

If you do not have a DNS server to resolve the hostnames, you can use the `hosts` file to resolve the same as follows:

- ♦ Ensure that the `hosts` file is updated with the iPrint Appliance and remote renderer details (IP and hostname) in both the iPrint Appliance and remote renderer machine. The `hosts` file is located at:

iPrint Appliance: `/etc/hosts`

Remote renderer in the Windows machine: `C:\Windows\System32\drivers\etc`

- ♦ If you are using a third party certificate, ensure that the hostname of the iPrint Appliance and remote renderer are configured with the domain name against which the certificate is issued. For example, `appliance.xyz.com` and `remoterenderer.xyz.com`.
- ♦ If the iPrint Appliance and remote renderer, requires same IP address to resolve two different host names, then during the appliance configuration, do one of the following:
 - ♦ Ensure that the `/etc/hosts` file of iPrint Appliance is updated with the IP address and hostname (domain name against which the certificate is issued) of the iPrint Appliance and remote renderer.
 - ♦ If you have a DNS server, then ensure that the PTR record entry for hostname matches the domain name of the used certificate. Ensure to remove all the other hostnames from the `hosts` file.

For Desktop quality printing, we recommend to install the following optional software:

- ♦ Microsoft Office 2019
- ♦ Microsoft Office 2016
- ♦ Adobe Acrobat XI Professional
- ♦ Adobe Acrobat X Pro

3.4 Mobile Requirements

For more information on the supported platforms, see [Section C.2, “Mobile Operating System Support,” on page 250](#).

3.5 Migrate Requirements

- ♦ Secondary disk that includes the earlier version of the configuration file.

For more information, see [Chapter 6, “Migrating or Recovering an iPrint Appliance,” on page 57](#).

4 Deploying iPrint Appliance

This section describes the steps to deploy iPrint Appliance.

- [Section 4.1, “Configuring Virtual Environment,” on page 27](#)
- [Section 4.2, “Initial Appliance Configuration,” on page 32](#)

4.1 Configuring Virtual Environment

You must download the iPrint Appliance and configure the virtual environment where you plan to run the appliance.

The process of downloading the iPrint Appliance and configuring the virtual environment differs, depending on which virtual environment you plan to use to run the iPrint Appliance.

- [Section 4.1.1, “VMware Configuration,” on page 27](#)
- [Section 4.1.2, “Citrix Xen Configuration,” on page 28](#)
- [Section 4.1.3, “Xen Configuration,” on page 29](#)
- [Section 4.1.4, “Hyper-V Configuration,” on page 31](#)

4.1.1 VMware Configuration

- 1 Download the iPrint software (`iPrintAppliance.x86_64-version.ova.zip`) to your workstation.
- 2 Extract the `iPrintAppliance.x86_64-version.ova.zip` file on your workstation. The `iPrint-version` folder is created with the `.ova` file.

NOTE: On a VMware workstation, do not extract the `iPrintAppliance.x86_64-version.ova.zip` file using the default Windows extractor. On deploying this file, you may receive an error message, Access is Denied. To resolve this issue, extract the file using any other third-party extractor.

- 3 On a Web browser, enter the URL for the VMware Web Client and login with the root credentials.
- 4 Right-click on the **Virtual Machines** and click **Create/Register VM**.
- 5 On the **Select creation type** page, select **Deploy a virtual machine from an OVF or OVA file**, then click **Next**.
- 6 In the **Select OVF and VMDK files** page, specify the name for the virtual machine. For example, `iPrint_5.0`. Upload the `.ova` file of iPrint, and click **Next**.
- 7 On the **Select Storage** page, select a storage repository where the disk images for the imported VMs will be placed. Review the datastore details, and select an appropriate disk format from the available options. Retain all the other default settings, and click **Next**.

- 8 In the **Deployment options** page, uncheck **Power on automatically** (so that the VM can be powered on after adding the disks), and click **Next**.
- 9 Review the screen and click **Finish** to successfully deploy the iPrint Appliance.
- 10 Add a secondary disk to store the appliance configuration and log information.
 - 10a Right-click the virtual machine *iPrint_5.0*, then select **Edit settings**.
 - 10b On the Virtual Hardware tab, click **Add hard disk** > **New standard hard disk**. This adds the second hard disk. Recommended size is 50 GB.
 - 10c The iPrint VM now has two (2) hard disks. Click **Save** to successfully add the hard disks.
- 11 Power on the appliance (virtual machine).
- 12 Continue with [Initial Appliance Configuration](#).

4.1.2 Citrix Xen Configuration

- 1 Download the iPrint software (`iPrintAppliance.x86_64-version.xva.zip`) to your management workstation.

You can download the software from the [Novell Customer Center \(NCC\) \(https://www.novell.com/center\)](https://www.novell.com/center) Or you can download an evaluation version of the software from the [Novell Downloads page \(http://download.novell.com\)](http://download.novell.com).
- 2 Extract the `iPrintAppliance.x86_64-version.xva.zip` file on your management workstation.
- 3 In the Citrix XENCenter client, right-click the server on which you will install iPrint Appliance, then click **Import**.

The Import XVA Package wizard is displayed.
- 4 **Import Source:** Browse to `iPrintAppliance.x86_64-version` folder and select the `.xva` file.
- 5 **Home Server:**

Select the server that you want to nominate as home server for this VM. Click **Next**.
- 6 **Storage:** Select one or more storage repositories (SRs) where the disk images for the imported VMs will be placed, then click **Import**.
- 7 **Networking:** To map an incoming virtual network interface to a target network, select a network from the list in the **Network** column, then click **Next**.

The Network and MAC address shown in the list of the VMs are stored as part of the definition of the original (exported) VM in the export file.
- 8 Review all the import settings.

NOTE: Do not select the option **Start VMs after import**. If you select this option the VM will start without user intervention. We need to add a secondary hard disk before starting the VM.

Click **Finish** to begin the import process and close the wizard. The import progress is displayed in the status bar at the bottom of the XenCenter window and also on the Logs tab.

- 9 Add a separate hard disk for the appliance. The appliance configuration details will be stored in this location.
 - 9a In the Citrix XENCenter client, select the virtual machine that you just created, and click on the **Storage** tab.

The Virtual Disks page is displayed.

9b Click **Add**.

The Add Virtual Disk dialog box is displayed.

9c In the **Name** field, specify the name of the virtual disk.

9d In the **Size** field, specify the amount of hard disk space that you want to allocate. 50 GB is recommended.

9e Click **Add**.

10 Power on the appliance (virtual machine).

11 Continue with [Initial Appliance Configuration](#).

4.1.3 Xen Configuration

1 Log in to the host server either locally or from a remote workstation.

You can use the following command to log in to the host server from a remote workstation on Linux:

```
ssh -X root@host_ip_address
```

You must use the -X in the command in order to display the GUI installation program. The steps in this section use the GUI installation program to configure the server.

2 Navigate to the `/var/lib/xen/images` directory on the host server.

3 Create a new directory inside the images directory where you can download the iPrint software.

The name of this directory must be the same as the name that you plan to use for your iPrint virtual appliance. For example, if you plan to name the iPrint appliance `iPrint1`, the name of this new directory must also be `iPrint1`.

4 Change to the directory that you just created. For example, `/var/lib/xen/images/iPrint1`.

5 Download the iPrint software (`iPrintAppliance.x86_64-version.qcow2.zip`) to the current directory on the host server. For example: `/var/lib/xen/images/iPrint1`

6 Unzip the `iPrintAppliance.x86_64-version.qcow2.zip` file in the directory where you downloaded it.

You can use the following command to unzip the file:

```
unzip iPrintAppliance.x86_64-version.qcow2.zip
```

A `iPrint-version` directory is created, which contains a `.raw` file that you will use to run the virtual image. This process can take a few minutes.

7 From the host server, run the following command to launch the GUI configuration menu:

```
vm-install
```

The Create a Virtual Machine wizard is displayed.

8 Click **Forward**.

9 Select **I have a disk or disk image with an installed operating system**, then click **Forward**.

10 Leave **SUSE Linux Enterprise Server 15** selected, then click **Forward**.

- 11 Rename the virtual machine by clicking **Name of Virtual Machine**, then specifying a new name in the **Name** field. Then click **Apply**. For example, iPrint1.
- 12 Configure the amount of memory and number of CPUs that Xen allocates for the iPrint appliance.
 - 12a On the Summary page, click **Hardware**, then specify the following information:
 - Available Memory:** Displays the amount of available memory that is available on the host server.
 - Initial Memory:** 8 GB is the recommended minimum amount of memory.
 - Maximum Memory:** Set this to the same value that you set for Initial Memory.
 - Available Processors:** Displays the number of available processors on the host server.
 - 12b Click **Apply**.
- 13 Select the Peripheral Devices and specify the keyboard translation map file. Then click **Apply**. For example, (keymap: en-us).
- 14 Configure the bootable disk image:
 - 14a On the Summary page, click **Disks**.
 - 14b Click **Harddisk**.
 - 14c On the Virtual Disk page, specify the following information:
 - Source:** Click **Browse**, then browse to the `.raw` file that you unzipped in [Step 6](#).
 - Protocol:** Select **file**.
 - Size (GB):** The default size is 50 GB. This cannot be changed.
 - Create Sparse Image File:** This option is not available.
 - Read-Only Access:** Do not select this option.
 - 14d Click **OK**.
- 15 Add a separate Xen hard disk. You must add a hard disk to the virtual machine before you choose this option. If you have not already added a hard disk, click **Power Off Virtual Machine**, modify the virtual machine settings to add a hard disk, then power on the virtual machine.
 - 15a On the Disks page, click **Harddisk**.
 - 15b On the Virtual Disk page, specify the following information:
 - Source:** This field should already contain the path to the `.raw` file that will be created when the virtual machine is created. If desired, you can rename the disk in the source field from `disk0` to a name of your choosing.
 - Storage Format:** Select the `qcow2` format.
 - Size (GB):** Specify the amount of hard disk space that you want to allocate. 50 GB is recommended.
- 16 Click **OK > Apply**.
- 17 Click **OK** to save your changes and to create and power on the virtual machine.

IMPORTANT: Do not power on the appliance until you have created a separate Xen hard disk for the appliance, as described in [Step 15](#).

- 18 Continue with [Initial Appliance Configuration](#).

4.1.4 Hyper-V Configuration

- 1 Log in to the host server either locally or from a remote workstation.

You can use Windows Remote Desktop to log in to the host server from a remote workstation.

- 2 Create a new directory in the location where you want each virtual machine to reside (for example, `C:\Users\Public\Documents\Hyper-V\Virtual Hard Disks`). In a later step, you will download the iPrint software to this directory.

As a best practice, give this directory the same name as the name that you plan to use for your iPrint virtual appliance. For example, if you plan to name the iPrint appliance `iPrint1`, the name of this new directory should also be `iPrint1`.

- 3 Download the iPrint software (`iPrintAppliance.x86_64-version.vhdx.zip`) to the directory on the host server that you created in [Step 2](#).

You can access the software from the [Novell Customer Center \(NCC\)](https://www.novell.com/center) (<https://www.novell.com/center>). Or, you can access an evaluation version of the software from [this location](https://www.microfocus.com/products/iprint/trial/) (<https://www.microfocus.com/products/iprint/trial/>).

- 4 Extract the `iPrintAppliance.x86_64-version.vhdx.zip` file to the directory on the host server that you created in [Step 2](#).

- 5 Open the Hyper-V Manager.

- 6 In Hyper-V Manager, right-click the disk name in the Action Pane in the left-hand column of the Hyper-V Manager window. This is the disk where you want to create the new virtual machine. Then click **New > Virtual Machine**.

The New Virtual Machine Wizard is displayed.

- 7 Review the Before You Begin page, then click **Next**.

- 8 In the **Name** field, specify a name for the new virtual machine. For example, `iPrint1`.

- 9 Click **Next**.

- 10 In the **Startup memory** field, specify the amount of memory (in MB) to allocate to the virtual machine. 8 GB is the recommended minimum for a iPrint.

- 11 Click **Next**.

- 12 On the Configure Networking page, select the networking card of your choice, then click **Next**.

- 13 Configure the bootable disk image:

- 13a On the Connect Virtual Hard Disk page, select **Use an existing virtual hard disk**, then browse to the `.vhdx` file that was in the downloaded `.zip` file that you extracted in [Step 4](#).

- 13b Click **Open** to select the file, then click **Next**.

- 14 Click **Finish**.

- 15 Create a separate Hyper-V hard disk for the appliance. You must add a hard disk to the virtual machine before you choose this option. If you have not already added a hard disk, click **Power Off Virtual Machine**, modify the virtual machine settings to add a hard disk, then power on the virtual machine.

NOTE: If you do not add a hard disk to the virtual machine, then iPrint Appliance is installed on the default partition. The default partition is `/sda`.

- 15a In Hyper-V Manager, right-click the disk that you just created, then click **Settings**.

- 15b In the Hardware section, select **IDE Controller 1**, select **Hard Drive**, then click **Add**.

- 15c Select **Virtual hard disk**, then click **New**.
 - 15d Review the Before You Begin page, then click **Next**.
 - 15e On the Choose Disk Format page, select **VHDX**, then click **Next**.
 - 15f On the Choose Disk Type page, select **Fixed size**, then click **Next**.
 - 15g On the Specify Name and Location page, specify the following information, then click **Next**:
 - Name:** Specify a name for the hard disk. For example, iPrintDisk2.
 - Location:** Specify the location where you want the hard drive to be located.
 - 16 On the Configure Disk page, select **Create a new blank virtual hard disk**, then specify a size for the hard disk. 50 GB is recommended.
 - 17 Click **Next**.
 - 18 Review the summary information, then click **Finish**.
 - 19 Click **Apply > OK**.
 - 20 Right-click the virtual machine, then click **Start**.
-
- IMPORTANT:** Do not start the appliance until you have created a separate Hyper-V hard disk for the appliance, as described in [Step 15](#).
-
- 21 Right-click the virtual machine, then click **Connect**.
 - 22 Continue with [Initial Appliance Configuration](#).

4.2 Initial Appliance Configuration

- 1 After you have downloaded the iPrint appliance, configured the virtual environment, and powered on the appliance, click the **Console** tab.
- 2 After the appliance starts, select your preferred keyboard layout in the **Keyboard Language** drop-down, then accept the license agreement by clicking **Accept**.

You can change the language in the agreement from the **License Language** drop-down.

The iPrint Appliance Passwords and Time Zone page is displayed.
- 3 On the **iPrint Appliance Passwords and Time Zone** page, specify the following network information:
 - Root password and confirmation:** The root password for your iPrint appliance.
 - Vaadmin password and confirmation:** The preferred user to use when logging in to the appliance.
 - NTP Server:** The IP address or host name of the reliable external Network Time Protocol (NTP) server your OES server uses. For example, time.example.com.
 - For the best results, set up NTP in accordance with the [VMware best practices guidelines](#).
 - Region:** Your local region.
 - Time Zone:** Your local time zone.
- 4 Click **Next**.
- 5 On the **iPrint Appliance Network Settings** page, specify the following information:

Hostname: The fully qualified DNS host name associated with the appliance's IP address. For example, myiPrint.mynetwork.example.com.

IMPORTANT: ♦ When using third-party certificate, ensure that the appliance hostname matches the CN name of the third party certificate. The certificate can be a wildcard certificate (cn=*.digitalairlines.xx) or a directly issued server-certificate (servername.digitalairlines.xx).

For example, if the certificate cn=*.digitalairlines.xx then the Appliance hostname should be *appliance.digitalairlines.xx*. If you give it as *appliance-digitalairlines.xx* it will not work.

- ♦ Ensure that the host name is in a valid format as no validation is done in this step. Appliance configuration fails if the host name is invalid.

To get the hostname, go to the command prompt and type `nslookup <ipaddress>`. For example, `nslookup 192.168.1.255`.

IP Address: The static IP address for the appliance. For example, 172.17.2.3.

Network Mask: The network mask associated with the appliance's IP address. For example, 255.255.255.0.

Gateway: The IP address of the gateway on the subnet where your iPrint virtual appliance is located. For example, 172.17.2.254.

DNS Servers: The IP address of a primary DNS server for your network. For example, 172.17.1.1.

Domain Search: The domain where the iPrint Appliance is located. For example, mynetwork.example.com.

6 Click **Next**.

7 Select the Hard Drive.

If you created a secondary VMware hard drive for this appliance, it is automatically detected and **sdb** is displayed as the hard drive. If you have not created a secondary VMware hard drive, **sda** is chosen as the default partition.

If you have added a secondary hard drive, specify the following options:

Hard Drive: Select the hard drive you are using.

Create a new partition: Select this option to create a new partition.

Filesystem type: Specify the type of file system.

8 Click **Configure**.

If you have not created a secondary hard disk, a warning message is displayed to power off the VM.

8a Click **Power Off Virtual Machine**, then add the secondary hard disk.

8b Power on the VM and continue with the installation.

The iPrint Appliance installation process begins. A message stating, "The system is ready for appliance configuration" is displayed. After the installation is complete, a URL and an IP address to access the iPrint Appliance Management Console is displayed. Using a Web browser, navigate to the Management Console URL.

The iPrint Appliance installation is now complete. You must configure iPrint Appliance before you can start printing. Continue with [Chapter 5, "Configuring New Appliance,"](#) on page 35.

To migrate from an earlier version or recover the appliance in an event of crash, see [Chapter 6, “Migrating or Recovering an iPrint Appliance,”](#) on page 57.

5 Configuring New Appliance

You can configure iPrint Appliance through the iPrint Appliance Management Console.

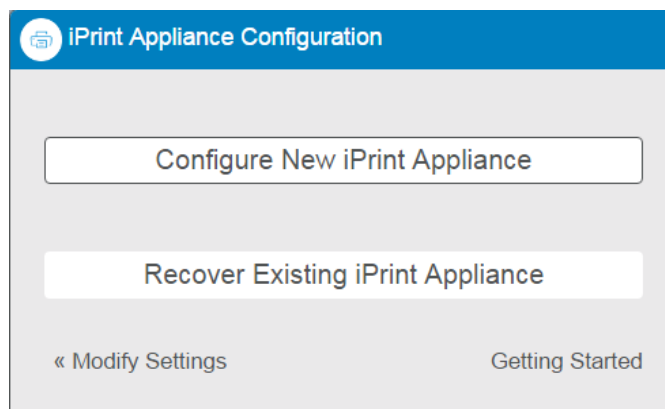
- [Section 5.1, “Configuring New iPrint Appliance,” on page 36](#)
- [Section 5.2, “Creating Printers,” on page 37](#)
- [Section 5.3, “Creating or Importing Users,” on page 41](#)
- [Section 5.4, “Configuring Printer Drivers,” on page 41](#)
- [Section 5.5, “Configuring Printing Through Mobile Devices,” on page 50](#)
- [Section 5.6, “What’s Next,” on page 56](#)

You can configure new iPrint Appliance or recover an appliance from crash. To view help, click **Getting Started**.

- 1 On a Web browser, use either the host name or the IP Address to access the Management Console. For example, `https://10.0.0.1:9443`.

Ignore the security certificate warning, and continue to the iPrint Appliance Management Console. To avoid the security warning prompt every time you access the iPrint Appliance Management Console, you can add the certificate to the trusted certificates list on your browser.

- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password, then click **Log in**.
The Management Console page is displayed.
- 4 Click **iPrint Appliance Configuration**.



- 5 Click [Configure New iPrint Appliance](#) or [Recover iPrint Appliance](#).

5.1 Configuring New iPrint Appliance

Figure 5-1 Create iPrint Appliance

Create iPrint Appliance

DNS for Print Service ?

☐ Modify DNS Address

blr-168-1.digital.example.com

Authentication Realm ?

☐ Use OES server

IPRINT

iManager Credentials

Username:
cn=admin,o=iPrintAppliance

Password:

Re-type Password:

Back Finish

- 1 DNS for Print Service:** The host name is tied to a Print service, rather than the server. The host name must resolve to the IP address of the Appliance. You must validate that the DNS address is correct and functional before continuing because a wrong DNS address can result in errors.

The default value is the host name of the iPrint Appliance. If you modify this value to a different host name it allows you to move the iPrint server without interrupting the workstations. The host name is used to connect to the Windows and Mac desktop clients.

NOTE: If you configure a Remote Driver Store, you must manage (using iManager) the Remote Driver Store from the machine where the Driver Store resides.

- 2 Authentication Realm:** Specify the tree name only if you want to authenticate to an existing OES server.

In an OES iPrint server, the Authentication Realm is the eDirectory tree name. When a user logs in to the workstation with NetIQ eDirectory credentials, the credentials are shared with the iPrint Client to provide seamless login experience to all the iPrint servers in your tree.

- 3 iManager Credentials:** The credentials in this section are used to log in to the iManager interface. In the earlier release this label was Embedded Data Store.

Administrator Username: The administrator account user name is pre-populated in the following format: cn=admin,o=iPrintAppliance. This field is not editable.

Administrator Password: Specify the password for the iManager administrator account. This password will be used to log in to the iManager for managing the print environment.

Re-type Password: Specify the password again to confirm.

- 4 Click **Finish**.

After configuring iPrint Appliance, you must create or import users, create or import printers, and upload drivers. You can also configure printers to accept print jobs from mobile devices, AirPrint, or email.

5.2 Creating Printers

Before configuring the printer, you must create the printer object on the iPrint Appliance. You can use any one of the following methods to add printers to iPrint Appliance.

- ♦ [Chapter 7, “Migrating Printers from an OES iPrint Server,” on page 63](#)
- ♦ [Section 5.2.1, “Creating Printers Using iManager,” on page 37](#)
- ♦ [Section 5.2.2, “Bulk Printer Import Using a CSV File,” on page 38](#)

5.2.1 Creating Printers Using iManager

By default, iPrint Appliance supports only PostScript printers. For non-PostScript printers like PCL, or for printers that do not work with the default PostScript driver, you must associate appropriate drivers to the printers.

- 1 On the iPrint Appliance Management Console page, select the **Manage Printers (iManager)** tool to connect to iManager.
- 2 Log in to iManager using the eDirectory admin credentials of iPrint Appliance.
Ignore the security certificate warning, and continue to the iPrint Appliance Management Console. If you add the certificate to the trusted certificates list, the security warning is not displayed.
- 3 Click **iPrint > Create Printer**.
- 4 Specify the Target printer details.

Printer Name: Defines the label by which the new printer is identified. You can include uppercase and lowercase letters, numbers, spaces, and underscore in the label. Do not use any other characters.

Container Name: The eDirectory container where the printer reference resides. By default, the value is “iPrintAppliance”. We do not recommend changing the default value.

Print Manager name: The name of the Print Manager that handles the incoming print jobs.

DNS name or IP address: The IP address of a printer uniquely identifies it on the network and allows other networked machines to communicate with it. A DNS name can also be applied to the printer, which can be translated into the printer's IP address.

Specify the IP address (v4) or the DNS name of the target printer.

Location: Indicates the printer's location. The value of this field is displayed when selecting a printer.

Description: Describes the printer. The value of this field is displayed when selecting a printer.

LPR Printer Name: Specify an LPR printer name. If the LPR protocol is selected, other optional parameters can also be specified. With most modern printers, the name can be set to PASSTHROUGH. With some older printers (1990's & prior), there might be a different printer name.

RAW Port Number: If the RAW protocol is selected, a port number is required. Most printers are configured, by default, to use port 9100 for RAW protocol communications.

iPrint Appliance supports printer communications using either the Line Printer Remote (LPR) or RAW protocols.

The LPR protocol is the most common printing protocol and is generally more flexible than the RAW protocol. A printer that supports the LPR protocol is sometimes referred to as a TCP/IP printer. The LPR protocol has limited error reporting capabilities, which is often limited to "Printer Error" with no details.

The RAW protocol is often the default protocol on non-Windows systems. Most printers that support the RAW protocol use port 9100. The LPR protocol can generally be substituted for the RAW protocol if the RAW protocol does not respond to a print job.

5 Click **Next**.

6 Specify the drivers for the printer.

iPrint Appliance supports both driver and driverless printing. For mobile device printing, drivers are not required. The selectable drivers for each operating system are available in the OpenText iPrint Appliance Driver Store.

7 To reedit the printer-specific options after the new printer has been created, click **Modify**. To create another printer, click **Repeat Task**. To continue, click **OK**.

In iManager, you might see a **Partition and Replicas** option. This feature is not supported on iPrint Appliance.

5.2.2 Bulk Printer Import Using a CSV File

You can import printers into iPrint Appliance through a csv file. On successful import the printers resides in the container O=iPrintAppliance.

You must create a csv file, then import the csv file into iPrint Appliance. The csv file must contain the following fields in the same order:

```
PrinterName,PrinterIP,Location,Description,Win95_98_Driver,Winnt_Driver,Wi  
n2k_Driver,Winxp_Driver,Linux_Driver,Mac_Driver,Vista32_Driver,Vista64_Dri  
ver,Win732_Driver,Win764_Driver,Win832_Driver,Win864_Driver,Win1032_Driver  
,Win1064_Driver,Enable DirectPrinting,Secure Printing,Enable Auditing,LPR/  
RAW,Raw Port
```

NOTE: ♦Ensure to have a blank line at the end of the CSV file. If no blank line is added, then the last printer is missed and bulk printer import fails.

- ♦ You cannot enable both direct printing and auditing. If enabled, both options are disabled when creating the printers.
-

Table 5-1 Parameter Description of CSV File

Parameter	Description	Value (Mandatory/Optional)
PrinterName	Name of the printer that you want to import	Mandatory
PrinterIP	IP Address assigned to this printer	Mandatory
	NOTE: Specify only the IP address. Printer creation fails if host name is specified.	
Location	Location of the printer	Optional
Description	Details of the printers like make, model, and so forth.	Optional
Win95_98_Driver	Driver associated with this printer for Windows 95 and Windows 98 platform.	Optional
Winnt_Driver	Driver associated with this printer for Windows NT platform.	Optional
Win2k_Driver	Driver associated with this printer for Windows 2000 platform.	Optional
Winxp_Driver	Driver associated with this printer for Windows XP platform.	Optional
Linux_Driver	Driver associated with this printer for Linux platform.	Optional
Mac_Driver	Driver associated with this printer for Mac devices.	Optional
Vista32_Driver	Driver associated with this printer for Windows Vista 32-bit platform.	Optional
Vista64_Driver	Driver associated with this printer for Windows Vista 64-bit platform.	Optional
Win732_Driver	Driver associated with this printer for Windows 7 32-bit platform.	Optional
Win764_Driver	Driver associated with this printer for Windows 7 64-bit platform.	Optional
Win832_Driver	Driver associated with this printer for Windows 8.x (32-bit) platform.	Optional
Win864_Driver	Driver associated with this printer for Windows 8.x (64-bit) platform.	Optional
Win1032_Driver	Driver associated with this printer for Windows 10 32-bit platform. Windows 10 uses the same driver as Windows 8.x.	Optional
Win1064_Driver	Driver associated with this printer for Windows 10 64-bit platform. Windows 10 uses the same driver as Windows 8.x.	Optional

Parameter	Description	Value (Mandatory/Optional)
DirectPrinting	Enable direct printing for this printer. Value is yes or no. By default, this option is disabled. You cannot enable both direct printing and auditing.	Optional
Secure Printing	Enable secure printing for this printer. Value is yes or no. By default, this option is disabled.	Optional
Enable Auditing	Enable auditing of this printer. Value is yes or no. By default, this option is disabled.	Optional
LPR/RAW	Protocol to be used by this printer. Value is LPR or RAW. By default, the value is LPR.	Optional
Raw Port	If you have selected RAW protocol, specify the port number.	Optional

IMPORTANT: In the csv file, you must specify at least one driver for each printer. For all optional parameters, you must include a empty string.

Example of a CSV file

To migrate 2 printers (printer1 and printer2) for a Windows 8.1 platform. The csv file includes:

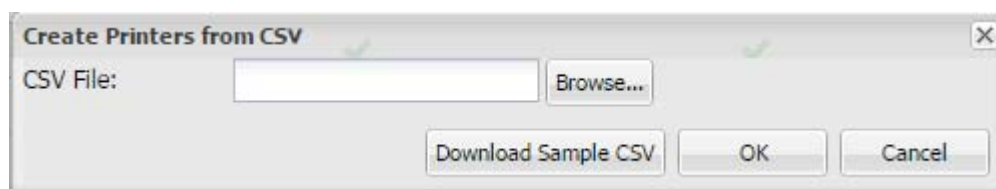
```
printer1,10.0.0.1,1st_floor,HP LaserJet 4100,,,,,,,,,HP LaserJet 4100
PCL 5,,,,no,yes,yes,LPR,9100

printer2,10.0.0.2,2st_floor,HP LaserJet 4100,,,,,,,,,HP LaserJet 4100
PCL 5,,,,no,yes,yes,RAW,9100
```

After you create the csv file, upload the file to iPrint Appliance.

Uploading the CSV File

- 1 On a Web browser, specify either the host name or the IP address. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Specify the **Username** and **Password**, then click **Log in**.
- 3 Click **Manage iPrint Appliance**.
- 4 Click **Printers**.
- 5 Click the **Bulk Printer Creation** button in the upper-right corner of the window.



5a To download the sample csv file, click **Download Sample CSV**.

6 Navigate to the .csv file, select it, then click **OK** to begin the printer import process.

To enable printing from mobile devices, proceed to [Section 5.5, “Configuring Printing Through Mobile Devices,”](#) on page 50.

5.3 Creating or Importing Users

You can either import your users from an existing LDAP eDirectory or Active Directory source, or associate the Azure AD users with the iPrint ACL or you can create local users on iPrint Appliance.

To set up iPrint Appliance and import printers, you must first import users from your LDAP source. For information on how to import users from an LDAP source, see [Section 11.1.9, “Identity Source Configuration,”](#) on page 110.

5.4 Configuring Printer Drivers

A printer driver or PostScript Printer Description (PPD) file is software that directly supports a physical printer, enabling it to carry out its functions.

Hardware vendors develop printer drivers and PPD files, which are specific to each printer. Most printers require different printer drivers for each operating system they interact with. You can use iManager to view a list of printer drivers and PPD files you have uploaded to the Driver Store. You can add printer drivers and PPD files from diskettes, CDs, and the workstation operating system.

iPrint Appliance ships with a default Linux driver that is used by the local renderer for mobile printing. To modify the default Linux driver, see [Section 5.4.5, “Modifying the Default Linux Driver Used by the Local Renderer for Mobile Printing,”](#) on page 48.

- [Section 5.4.1, “Prerequisites,”](#) on page 41
- [Section 5.4.2, “Uploading Drivers By Using iPrint Management Client,”](#) on page 42
- [Section 5.4.3, “Uploading Drivers By Using iManager \(Deprecated\),”](#) on page 42
- [Section 5.4.4, “Uploading Drivers By Using Command Line,”](#) on page 47
- [Section 5.4.5, “Modifying the Default Linux Driver Used by the Local Renderer for Mobile Printing,”](#) on page 48
- [Section 5.4.6, “Location Of the Linux Printer Drivers,”](#) on page 49

5.4.1 Prerequisites

- Install iPrint Client. For more information, see [Section 12.1, “Installing iPrint Client,”](#) on page 185

5.4.2 Uploading Drivers By Using iPrint Management Client

iPrint Management Client is a standalone utility for managing printer drivers and driver profiles. You can upload drivers for Windows, Mac and Linux. For information on uploading the printer drivers by using the iPrint Management Client, see [“Adding a Printer Driver” on page 221](#).

5.4.3 Uploading Drivers By Using iManager (Deprecated)

iManager is a management tool that allows you to manage your print environment. You can create printers, printer drivers, profiles, and users.

Supported Browsers to Upload Drivers Using iManager

Workstation	Supported Browser	Upload Linux Drivers (PPD file)	Upload Windows Driver (.inf file)	Upload Mac Drivers (PPD file)
		Linux	Windows	Mac
Windows	Internet Explorer 6.0 or later (run as administrator)	✓	✓ Same version as the workstation	✓
Mac	Not supported	✗	✗	✗

NOTE: If you are running iManager from a Windows workstation, you can only add printer drivers for that version of Windows.

You cannot upload drivers from a Windows Server platform. To print documents from your Windows server, you must upload the drivers from the Windows workstation that can work with the server platform. For more information, see [“Windows server and workstation Map” on page 47](#).

Uploading Drivers to the Driver Store

To upload printer drivers to the Driver Store:

- 1 In iManager, click **iPrint > Manage Driver Store**.

Manage Driver Store

Specify the object(s) to modify.

Select a single object | [Simple Selection](#)

iPrint Driver Store name:


driver_store.iPrintAppliance



OK

Cancel

- 2 Specify the name of the iPrint Driver Store to which you want to add printer drivers.
- 3 Select the **Drivers** tab.



Manage Driver Store:  driver_store.iPrintAppliance

Driver Store Control | Access Control | **Drivers**

Drivers

Drivers Platform:
Windows 7 (64 bit) ▼

Current drivers:

Adobe PDF Converter	 
Brady IP600 Printer	
Brother HL-2250DN series	
Brother HL-3040CN series	
Brother HL-3070CW series	
Brother HL-4040CN series	
Brother HL-4050CDN BR-Script3	
Brother HL-4050CDN series	
Brother HL-4150CDN series	
Brother HL-4570CDW BR-Script3	

Add From File
Add From System
Delete

- 4 Use the **Drivers Platform** drop-down list to select the client platform for which you want to add the printer driver.
- 5 Perform one of the following actions:
 - ♦ Click **Add from File** to add printer resources from a printer driver (.inf file or PPD) file.
Mac: The standard file format is PPD (Postscript Printer Description) file.
Windows: The standard file format is .inf file.
 - ♦ Click **Add from System** to add drivers from the workstation where you are running iManager.
The drivers installed on your workstation are only available to be uploaded to the Driver Store.
- 6 (Conditional) If the client platform is Mac, new options are available as follows:

Manage Driver Store: driver_store.iPrintAppliance

Driver Store Control Access Control Drivers

Drivers

Drivers Platform:
Mac

Drivers:

Brother MFC-7860DN BR-Script3	Add From File
HP LaserJet 4050 Series	Add From System
	Delete

Associated Package: xeroxprinterdrivers1_2_3

Driver Packages:

[None]	Add From File
hpprinterdriver3.1	Delete
xeroxprinterdrivers1_2_3	

Select the desired drivers, then select a package and click Associate.

Associate

Associated Driver Package: Displays the driver package, if any, associated with the selected drivers. This is the dependent package for the driver and is installed with the printer. This option is available only on a Mac machine.

6a Perform one of the following actions:

- Click **Add from File** to add printer driver package to the list from a .pkg or .dmg file that you obtain from the printer vendor.

Figure 5-2 Re-authentication for uploading associated driver packages on MAC

The screenshot shows a macOS-style dialog box titled "iPrint Driver Upload - blr8-117-152.labs.blr.novell.com". Inside the dialog, there is a blue circular icon with a printer symbol. To its right is the text "Upload Driver:" followed by a text input field and a "Browse" button. Below this, the text "iManager Administrator Credentials:" is followed by two rows: "User Name:" with a text input field, and "Password:" with a text input field. At the bottom of the dialog are two buttons: "Upload" and "Close".

- ◆ Browse and select the driver package from the **Driver Packages** list.
- ◆ Enter your **iManager Administrator Credentials** and click **Upload**.
- ◆ Click **Associate**. This associates the selected driver to the package. When a user installs the printer, the driver and its associated files from this package are installed on the workstation. If the dependent files are missing, the printer installation fails.
- ◆ To disassociate a driver from the package, select the driver and select None from the **Driver Packages** list and click **Associate**. The driver is no longer associated to any package.

7 Click **OK** to save your changes.

To display the changes you made, click **Refresh**.

Deleting Drivers from the Driver Store

- 1 In iManager, click **iPrint > Manage Driver Store**.
- 2 Select the **Drivers** tab.
- 3 Read the list of existing printer drivers displayed in the **Current Drivers** panel.
- 4 Select a driver, then click **Delete**.
- 5 Click **OK** to save your changes
- 6 Click **Refresh** to refresh the screen and display the changes you just made.

Associating the Driver

To set the default driver:

- 1 In iManager, click **iPrint > Manage Printer**.

Manage Printer

Specify the object(s) to modify.

Select a single object | [Simple Selection](#)

iPrint Printer name:


MacTest Printer2.iPrintAppliance



OK

Cancel

- 2 Specify the name of the printer to which you want to set the default driver.
- 3 Select the **Drivers** tab.

Manage Printer:  MacTest Printer2.iPrintAppliance

Printer Control **Drivers** Access Control Configuration Client Support

Drivers

Drivers Platform:

Mac

Mac current setting

Driver:

Profile:

Model:

Available drivers:

[None]
Brother HL-4070CDW BR-Script3
Brother HL-4150CDN BR-Script3
Brother HL-5450DN series CUPS
Canon iR3235/iR3245
Dell 2330dn Laser Printer
Dell B2360d-dn Laser Printer
Dell Laser Printer W5300 PS3

Available driver profiles for selected driver:

[None]

- 4 Use the **Drivers Platform** drop-down list to select the client platform for which you want to set the printer driver for the selected printer.
- 5 In the **Available drivers**, select the printer driver you want to associate with the selected printer.
This field displays a list of printer drivers that have been uploaded for this operating system. If you do not want a printer driver to be used, select **None**.

NOTE: If no printer driver is selected, you cannot print from a desktop client to that printer. For mobile printing, the default driver will be used to render jobs for that printer.

Windows server and workstation Map

Windows Desktop	Windows Server
Windows XP (32-bit)	Windows 2003
Windows Vista (64-bit)	Windows 2008
Windows 7 (64-bit)	Windows 2008 R2
Windows 8.1 (64-bit)	Windows 2012 or 2012 R2
Windows 10	Windows Server 2016

For example: To print from Windows 2008 server, associate the printer with Windows Vista driver.

5.4.4 Uploading Drivers By Using Command Line

You can upload drivers from your workstation or from an iPrint Appliance server.

- ♦ [“Workstation” on page 47](#)
- ♦ [“iPrint Appliance Server” on page 47](#)

Workstation

iprntcmd is a command-line utility that helps you manage iPrint tasks on your workstation. To upload the drivers to the driver store, run the following commands on your workstation:

Windows Client: Execute the following command to upload Windows driver:

```
iprntcmd -U <ids_address> <username> <password> <INF path>
```

where *ids_address* is the IP address or host name of the driver store, *username* and *password* are credentials of the user who has rights to add the drivers to the driver store and *INF path* is the path of the Windows driver file.

Windows Client: Execute the following command to upload MAC driver:

```
iprntcmd -U [osx] <ids_address> <username> <password> driver-Filepath
```

where *ids_address* is the IP address or host name of the driver store, *username* and *password* are credentials of the user who has rights to add the drivers to the driver store, *driver-Filepath* is the path of the Mac driver file (PPD or PDE).

Mac Client: Execute the following command:

```
iprntcmd -u <ids_uri> <PPD path or Mac driver path>
```

where *ids_uri* is the IP address or host name of the driver store, and *PPD path* is the path of the printer driver file or path of the driver package file.

iPrint Appliance Server

iprntman is a command-line utility that helps you manage iPrint tasks on the iPrint Appliance server.

Linux: Execute the following command:

```
iprntman driver linux --upload --from-ppd <PPD path> -u <eDir username> -P  
<eDir password>
```

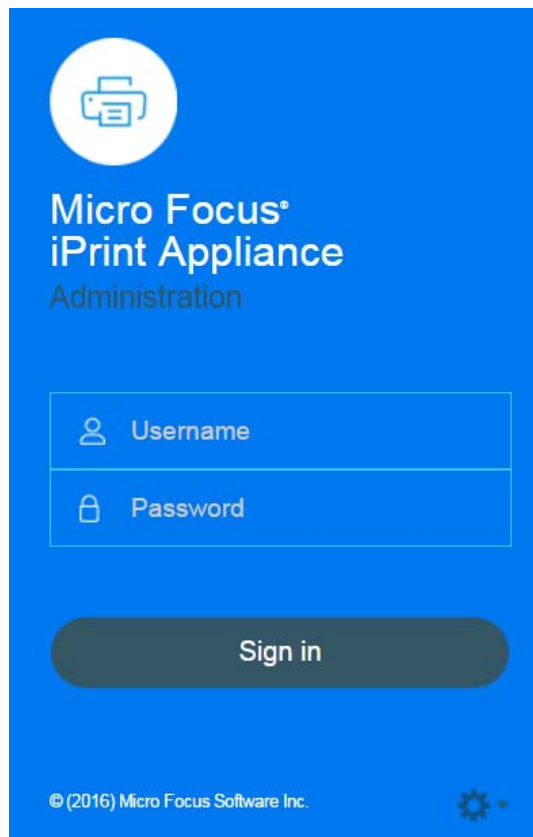
where *PPD path* is the path of the printer driver file, *eDir username* and *password* are credentials of the eDirectory user who has rights to add the drivers to the driver store.

5.4.5 Modifying the Default Linux Driver Used by the Local Renderer for Mobile Printing

iPrint Appliance ships with a default Linux driver that is used by the local renderer for mobile printing. Remote renderer does not include any driver, you must upload the drivers available in the driver store.

To modify the default Linux driver:

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.



- 2 Specify `root` or `vaadmin` as the user name.
- 3 Specify password. This password was created when you performed the Initial configuration of the iPrint Appliance.
The Appliance Console page is displayed.
- 4 Click **Manage iPrint Appliance**.



iPrint Appliance Configuration

- Under **Configuration**, click **Renderers**.
- On the **Renderers Configuration** page, select the **iPrint Local Renderer**, then click **Edit**.

Renderers Configuration							100	
Name	Version	Address	Status	Secure Mode	Supported Formats		Refresh	
chrome-renderer	2.1.0	192.168.1.23	Active	Yes	doc, docx, docm, xlsx, pptx, ppt, xps, pdf, xps, rtf, xps, xps, xps			
Print-Like-Renderer	2.3	192.168.1.23	Active	Yes	html, docx, docm, xlsx, pptx, ppt, xps, pdf, xps, rtf, xps, xps, xps			

- 7** In the **Default Printer Driver** drop-down list, select the driver that you want to set as default for the local renderer.

NOTE: The drivers from the driver store are listed in the **Default Printer Driver** field.

Edit Renderer [X]

Renderer Name:

Default Printer Driver:

[Commit] [Cancel]

If a printer does not have a driver associated to it, the default printer driver is automatically used to print the documents.

5.4.6 Location Of the Linux Printer Drivers

iPrint Appliance ships with a default Linux driver that is uploaded to the Driver Store and used by the local renderer for mobile printing.

If you want to modify the default Linux driver, the appliance is also bundled with additional Linux printer drivers. To associate the drivers, you must upload the drivers to the Driver Store. The location of the drivers is `/usr/share/cups/model` and `/usr/share/cups/model/manufacturers-PPDs/hplip`.

To extract the relevant driver, execute the following command:

```
gunzip <path to ppd.gz>
```

For example, `gunzip /usr/share/cups/model/epson24.ppd.gz`

Using iManager or CLI, you can upload the drivers to the Driver Store.

You can also download the Linux drivers from the [OPEN PRINTING \(http://www.openprinting.org/printers\)](http://www.openprinting.org/printers) website and then upload to the Driver Store for association.

5.5 Configuring Printing Through Mobile Devices

You can configure printers to accept print jobs through mobile devices, AirPrint or email.

- ♦ [Section 5.5.1, “Configuring for Mobile Printing,” on page 50](#)
- ♦ [Section 5.5.2, “Configuring for Email Printing,” on page 50](#)
- ♦ [Section 5.5.3, “Printing Using Email,” on page 54](#)
- ♦ [Section 5.5.4, “Printing via AirPrint,” on page 54](#)
- ♦ [Section 5.5.5, “Generating QR Code for Printer,” on page 55](#)

5.5.1 Configuring for Mobile Printing

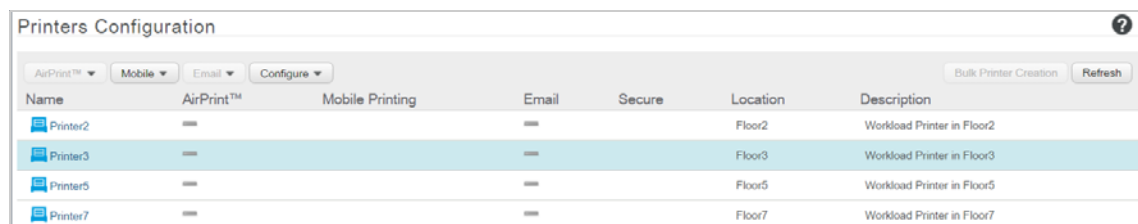
- 1 On a Web browser, use either the host name or the IP Address to access the Management Console. For example, <https://10.0.0.1:9443> or <http://iprint.example.com/admin>.
Ignore the security certificate warning, and continue to the iPrint Appliance Management Console. If you add the certificate to the trusted certificates list, the security warning is not displayed.
- 2 In the iPrint Appliance Configuration login page, enter the user name as `vaadmin`, enter the password that you specified for `vaadmin`, then click **Log in**.
- 3 Click **Manage iPrint Appliance**.
- 4 Under **Configuration**, click **Printers**.

The printers listed in this screen can be enabled for AirPrint, Mobile, and Email printing for iPrint Appliance.

- 5 Select the printer that you want to configure. You can choose multiple printers at a time by holding the **Ctrl** key.

The **AirPrint**, **Mobile**, **Email**, and **Configure** drop-down menus are activated.

- 6 To configure the printers for Mobile printing, click the **Mobile** drop-down menu, then select **Enable**.



Name	AirPrint™	Mobile Printing	Email	Secure	Location	Description
Printer2	—	—	—	—	Floor2	Workload Printer in Floor2
Printer3	—	—	—	—	Floor3	Workload Printer in Floor3
Printer5	—	—	—	—	Floor5	Workload Printer in Floor5
Printer7	—	—	—	—	Floor7	Workload Printer in Floor7

5.5.2 Configuring for Email Printing

iPrint Appliance contains an email printing feature. Using email printing, you can print documents from any device capable of sending emails. You can print emails by specifying email printing commands in the subject line of the email. You can also print documents by emailing them to your printer as attachments.

When you enable email printing, the email address you provide becomes the global print email address. You can also configure a printer for private email printing by providing a specific email address to each printer.

The difference between global email printing and private email printing is:

- ♦ **Global Email Printing:** When you enable email printing, you are prompted to specify an email address. This email address is the global print email address. When configured for email printing, iPrint Appliance becomes a client to an email server. The global email account inbox is polled for incoming print jobs, which are then routed to the intended printer.
- ♦ **Private Email Printing:** With private email printing, you can assign a specific email address to each printer. When a user sends an email printing request, the print job is sent directly to the printer. Users do not need to specify any print commands in the subject line of the email.

Email printing is not enabled by default. You can enable email printing through the Management Console. You must create a unique email address for iPrint Appliance to receive and process print requests. For more information on enabling Email, see [“Global Email Settings” on page 107](#) and [“Enabling Private Email Printing” on page 98](#).

IMPORTANT: If you enable auditing for email print jobs, the email address of the user is logged in the iPrint audit logs. If the same email address is populated for the user object in the LDAP source, then the user FDN is logged instead of email address. This is important if you are using an accounting software to ensure that jobs are tracked or accounted correctly.

- ♦ [“Email Printing Commands” on page 51](#)

Email Printing Commands

You can print the body of the email and the attachments by using a few simple print commands in the subject line of your email.

- ♦ [“Basic Print Commands” on page 51](#)
- ♦ [“Additional Print Commands” on page 52](#)

Basic Print Commands

help

Provides information on email printing commands.

list printers

To get the names of the available printers, send an email to the iPrint server address (for example, `iprint@example.com`) with the subject line `list printers`.

print printer=<printer_name>

Prints your email and its attachments to the specified printer. For example, `print printer=hp#Test Mail`.

If you print to a specific printer by using the printer’s email address, the `print printer` command is ignored.

hold printer=<printer_name>

Queues your email along with its attachments and sends you the job ID as acknowledgement.

resume

Resumes the printing of a job that you put on hold. There are two ways to print a job on hold:

- ♦ Send an email with subject `resume` followed by the job ID. For example, `resume 10`
- ♦ Send an email with the original subject line prefixed with `resume`. For example, `resume#Test Mail`

cancel

Cancels a job that you put on hold. There are two ways to cancel a job on hold:

- ♦ Send an email with subject `cancel` followed by the job ID. For example, `cancel 10`
- ♦ Send an email with the original subject line prefixed with `cancel`. For example, `cancel#Test Mail`

status

Displays the status of a job. There are two ways to check the status of a job:

- ♦ Send an email with subject `status` followed by the job ID. For example, `status 10`
- ♦ Send an email with the original subject line prefixed with `status`. For example, `status#Test Mail`

move

Moves a job to a new printer. There are two ways to move a job to a new printer:

- ♦ Send an email with subject `move`, the job ID, and the name of the new printer. For example, `move 10 printer=<PrinterName>`
- ♦ Send an email with the original subject line prefixed with `move`, the name of the new printer, and `#`. For example, `move printer=<PrinterName>#Test Mail`

list jobs

Lists the details of the held jobs.

default printer

Displays the default printer.

default printer=<PrinterName>

Sets a particular printer as your default printer. After you set the default printer, you do not need to include the printer name while printing to the default printer. You only need to use the `print` command followed by the email subject. For example, `print#Test Mail`.

Note

- ♦ If a printer name contains spaces, enclose the printer name within double (") or single (') quotes. For example, `print printer='HP PRINTER'`.
- ♦ To separate the email subject from the command, use `#`. For example, `print printer=hp#Test Mail`.

Additional Print Commands

In addition to the basic print commands listed above, you can use these commands to refine your printing:

portrait [portrait=yes/portrait=y (or) portrait=no/portrait=n]

Prints your email content in portrait orientation. For example, `print printer=hp portrait=y#Test Mail`

landscape [landscape=yes/landscape=y (or) landscape=no/landscape=n]

Prints your email content in landscape orientation. For example, `print printer=hp landscape=y#Test Mail`

color [color=yes/color=y (or) color=no/color=n]

Prints your email content in color. For example, `print printer=hp landscape=y color=y#Test Mail`.

pages

Prints a given range of pages in your email. For example, the command `print printer=hp landscape=y color=y pages=1-3#Test Mail` prints pages 1, 2, and 3.

copies

Prints the specified number of copies of your email and its attachments. For example, the command `print printer=hp landscape=y color=y pages=1-3 copies=5#Test Mail` prints 5 copies of pages 1, 2, and 3.

duplex [duplex=yes/duplex=y (or) duplex=no/duplex=n]

Prints your email and its attachments on both sides of the printing paper. For example, the command `print printer=hp landscape=y color=y pages=1-3 copies=5 duplex=y#TestMail` prints 5 copies of pages 1, 2, and 3 in duplex mode.

media

Prints your email and its attachments with the specified paper type. The default paper type is "LETTER." You can change the default paper type by using the iPrint Appliance Management Console. The other available print paper types are A3, A4, and other common paper types. For example, the command `print printer=hp landscape=y color=y pages=1-3 copies=5 duplex=y media=A3#Test Mail` prints 5 copies of pages 1, 2, and 3 in duplex mode, on an A3 size paper.

mailbody [mailbody=yes/mailbody=y (or) mailbody=no/mailbody=n]

Prints either your email and its attachments or only the attachments from your email without the email body. For example, using the command `print printer=hp landscape=y color=y mailbody=n#Test Mail` prints only the email attachments in landscape mode.

NOTE: If you do not specify any of the additional commands, your print job is carried out according to the default preferences set by your administrator.

IMPORTANT: When printing to a specific printer using the printer's private email address, you do not need to specify the printer's name in the command. You can also leave the subject line empty. Printing is carried out according to the default print options set by the administrator.

However, you must specify the print command in the following scenarios:

- ♦ The administrator changes the `subject_optional_for_printer_specific_emails` to **False** in the iPrint Appliance Server Configuration file located at `/etc/opt/novell/iprintmobile/conf/iprintmobile.conf`.
 - ♦ If you want to customize the print options, you must specify the print command, along with the required print options. For example, `print landscape=y color=y pages=1-3 copies=5 duplex=y media=A3#Test Mail`.
-

5.5.3 Printing Using Email

Using email printing, you can print documents from any device capable of sending emails. You can print emails by specifying email printing commands in the subject line of the email. You can also print documents by emailing them to your printer as attachments.

Ensure to meet the following prerequisites:

- ♦ Appliance is configured with global or private email address. For example, `iprint@example.com`
- ♦ The users are provided with the appliance configured email address
- ♦ List of printers configured for email printing

Perform the following steps to print using email:

- 1 Open an email. You can use any email mail box.
- 2 In the **To** field, specify the appliance configured email address. For example, `iprint@example.com`
- 3 In the **Subject** field, specify the commands from the [“Email Printing Commands” on page 51](#) section.

For example,

- ♦ To print from a printer named `printer1`, `print printer=printer1`
 - ♦ To view list of printers that are available to print, `list printers`
 - ♦ To view the list of commands, `help`
- 4 Specify the information to print in the body of the message or add an attachment to print.
 - 5 Click **Send**.

The document is printed and a confirmation message is received in the mail box.

5.5.4 Printing via AirPrint

AirPrint is an Apple technology that facilitates printing without the need to download or install drivers. AirPrint enables easy discovery, automatic selection of media, and so on.

Mac, iPhone, iPad, or iPod touch users can use AirPrint to print over wireless network to AirPrint enabled printers.

Enabling AirPrint through iPrint

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password, then click **Log in**.
- 4 Click **Manage iPrint Appliance**.
- 5 Under **Configuration**, click **Printers**.
- 6 Select a printer for which you want to enable AirPrint.
All Apple certified AirPrint printers are supported by iPrint for AirPrint printing.
- 7 Click the **AirPrint** drop-down menu, then click **Enable Advertising**.

iPrint AirPrint is now enabled on the iPrint printer. You can print to an iPrint AirPrint enabled printer from any iOS device.

Disabling AirPrint through iPrint

To disable AirPrint through iPrint:

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password, then click **Log in**.
- 4 Click **Manage iPrint Appliance**.
- 5 Under **Configuration**, click **Printers**.
- 6 Select a printer for which you want to disable AirPrint.
The **AirPrint** and **Mobile** drop-down menus are activated.
- 7 Click the **AirPrint** drop-down menu, then click **Disable Advertising**.

5.5.5 Generating QR Code for Printer

User can scan a QR code to select a specific printer on their mobile device. To generate the QR code for the printer, perform the following steps:

- 1 Create a QR code using any QR code generator.
The generator might include multiple formats, ensure to use Plain text format.
The format to use is `ipp://<server ip or host name>/ipp/<printer name>`
where the printer name is case-sensitive.
- 2 Print the generated QR code and paste it on the printer.

5.6 What's Next

iPrint Appliance is now configured for printing through desktop, laptops, and mobile devices. You can start printing to iPrint printers.

- ♦ For desktop-quality printing on your mobile devices, it is highly recommended that you install the remote renderer. You can download the remote renderer from the iPrint Appliance Management Console. To install and configure the remote renderer, see [Section 9.3, “Installing and Configuring a Remote Renderer,” on page 80](#).
- ♦ For managing iPrint Appliance, see [Chapter 11, “Managing Print System,” on page 97](#).

6 Migrating or Recovering an iPrint Appliance

During Appliance migration or when recovering an appliance, the configuration settings from an earlier version or an existing appliance are copied and the new appliance is setup with the same configuration.

- ♦ Section 6.1, “Support Matrix,” on page 57
- ♦ Section 6.2, “Prerequisites,” on page 57
- ♦ Section 6.3, “Migrating iPrint Appliance to 23.4,” on page 58
- ♦ Section 6.4, “Updating to iPrint Appliance 23.4 through Product Upgrade Channel,” on page 59
- ♦ Section 6.5, “Recovering an iPrint Appliance,” on page 60

6.1 Support Matrix

You must upgrade to the latest supported patch version before migrating to iPrint Appliance 23.4.

Table 6-1 iPrint Source Version Support for Migration

Source Version	Patch Version	Migration to iPrint Appliance 23.4
23.4	Latest	Supported
5.x	iPrint 5.0 Patch 4 or later	Supported
4.x	iPrint 4.2 Patch 9 or later	Not supported through product upgrade

NOTE: You must first migrate to 5.x if you need to upgrade from 4.x to 23.4 through a product upgrade. For information on migrating to iPrint 5.x, see [Migrating or Recovering an iPrint Appliance](https://www.microfocus.com/documentation/iprint/iprint-5/iprint_admin/front.html) in the [iPrint Appliance 5.x Administration guide \(https://www.microfocus.com/documentation/iprint/iprint-5/iprint_admin/front.html\)](https://www.microfocus.com/documentation/iprint/iprint-5/iprint_admin/front.html).

6.2 Prerequisites

Failure to comply with any of the following critical points can result in a non-functional iPrint Appliance.

- ♦ **Print pending jobs:** Ensure to print or cancel any pending jobs.
- ♦ **Remove all snapshots prior to upgrading an appliance:** To ensure that correct disk file and the latest configuration settings get migrated.
- ♦ **Meet all hardware and software requirements:** See [Chapter 3, “Planning Your Print Environment,” on page 21.](#)

- ♦ Apply all the patches available on iPrint Appliance 5.x. For information on updating, see [Section 10.10, “Online Update,” on page 93](#).
- ♦ Take a backup after applying the patches. For more information on taking a backup, see the [“Backing Up the Appliance” on page 62](#). This creates a `iprintconfig.zip` for recovery.

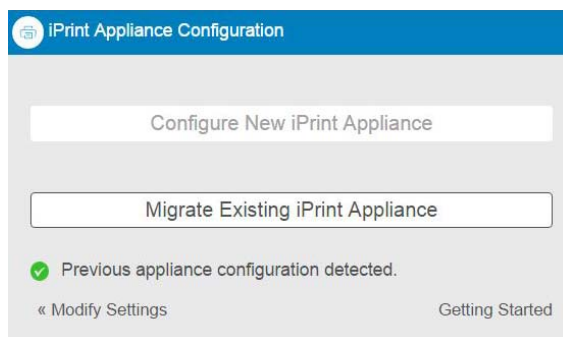
6.3 Migrating iPrint Appliance to 23.4

You must update the iPrint Appliance 4.x to iPrint 4.2 Patch 9 or later before migrating to iPrint Appliance 23.4.

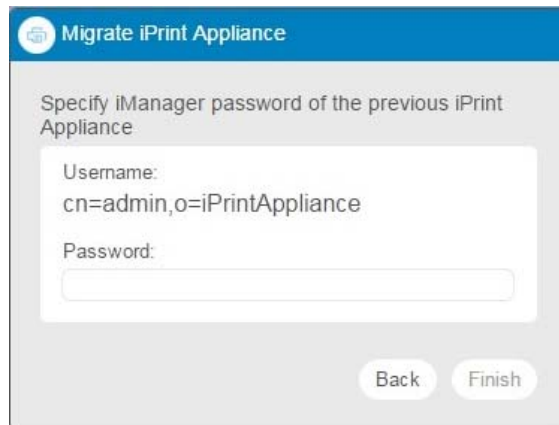
NOTE: When migrating the iPrint Appliance from any of the supported versions to version 23.4, you must import the certificates again for LDAP source synchronization.

6.3.1 Migration Process

- 1 Shut down the earlier appliance.
- 2 Deploy a new iPrint Appliance with any virtualization software that can run the `.ova`, `.vhdx`, `.xva`, or `.qcow2` file formats.
- 3 Attach the secondary disk of the earlier version of the appliance. This disk includes the backed up configuration file (`iprintconfig.zip`) of the earlier appliance that was generated when backup was taken.
- 4 Power on the appliance.
- 5 On the Console tab, enter the root and vaadmin password for the new appliance.
The iPrint Appliance installation is now complete. The new appliance is configured with the same IP and network settings.
- 6 On a Web browser, use either the host name or the IP Address to access the Management Console. For example, `https://10.0.0.1:9443` or `http://iprint.example.com/admin`.
Ignore the security certificate warning, and continue to the iPrint Appliance Management Console. To avoid the security warning prompt every time you access the iPrint Appliance Management Console, you can add the certificate to the trusted certificates list on your browser.
- 7 Specify `vaadmin` or `root` as the user name.
- 8 Specify the password, then click **Log in**.
- 9 Click **Migrate Existing iPrint Appliance**.



- 10 The iManager user name field is pre-populated and not editable. Specify the iManager password that was used to configure the earlier version of the iPrint Appliance. This password will be used to log in to the iManager for managing the print environment.



- 11 Click **Finish**.

The time taken to complete the configuration depends on the size of the earlier version configuration file. On successful migration, the appliance reboots the VM.

The configuration file of the previous appliance is renamed as `previous_iprintconfig.zip`.

6.4 Updating to iPrint Appliance 23.4 through Product Upgrade Channel

For updating both the iPrint Appliance patches and the appliance OS, use the product upgrade channel. This is applicable to All-in-One deployments and large deployments.

Prerequisite:

- 1 Update the iPrint Appliance 5.x to iPrint 5.0.3.
- 2 Update the iPrint Appliance 5.0.3 with iPrint-5-2023-381.

NOTE: When updating the iPrint Appliance from any of the supported versions to version 5.0, you must import the certificates again for LDAP source synchronization.

Procedure:

1. Navigate to the iPrint Appliance Configuration Console (https://appliance_ip_or_dns:9443) as vaadmin.

By default, the Product Upgrade icon is enabled for updating the appliance patches.

2. Click the **Product Upgrade** icon with a notification badge.
3. Click **Start**.
4. Click **Agree** on the License Agreement page.

5. Click **Register** to register the appliance with the OpenText Customer center. If you have already registered the appliance, you need to register it again. Use the same Activation Key (iPrint Appliance 5.0.3) that was used earlier for registration.

or

Connect to the local SMT server that has the update files.

For information about using the Register Online Update Service, see [Section 10.10, “Online Update,” on page 93](#). Wait for the appliance to register. After the registration is complete, the patch installation will start automatically.

6. Click **OK** in the **Update Now** dialog box.
7. Click **Reboot**.

NOTE: Once the reboot is completed, the installed patches are listed under online update. Patches installed prior to 5.0 are removed from the list.

6.5 Recovering an iPrint Appliance

The appliance configuration can now be recovered in case of a crash. You either need a backed-up secondary disk or the last backed-up configuration zip (`iprintconfig.zip`) file for recovering the appliance.

If you attach a secondary disk of the backed-up appliance, the GUI provides option to proceed with Migrate Existing iPrint Appliance.

6.5.1 Recovering Appliance Using a Zip File

You can recover iPrint Appliance using a configuration file (`iprintconfig.zip`).

Ensure that the copy of the configuration file (`iprintconfig.zip`) of the backed-up appliance is available before performing recovery.

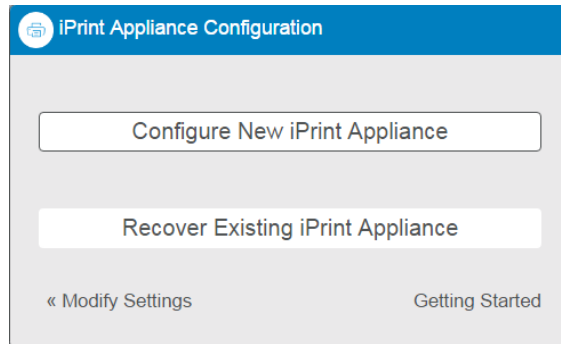
- 1 Create a copy of the configuration file (`iprintconfig.zip`) of the appliance. For more information, see [Section 6.5.2, “Backing Up the Appliance,” on page 62](#).
- 2 Shut down the non-functional appliance. The new appliance will be configured with the same IP and network settings.
- 3 Deploy iPrint Appliance with any virtualization software that can run the `.ova`, `.vhdx`, `.xva`, or `.qcow2` file formats. For more information, see [Section 4.1, “Configuring Virtual Environment,” on page 27](#).
- 4 When the appliance is powered on, click the **Console** tab. Ensure you provide the same network configuration, passwords, and time zone as that of the earlier version of iPrint Appliance from which you exported the `iprintconfig.zip` configuration file.

The iPrint Appliance installation is now complete.

- 5 On a Web browser, use either the host name or the IP Address to access the Management Console. For example, `https://10.0.0.1:9443` or `http://iprint.example.com/admin`.

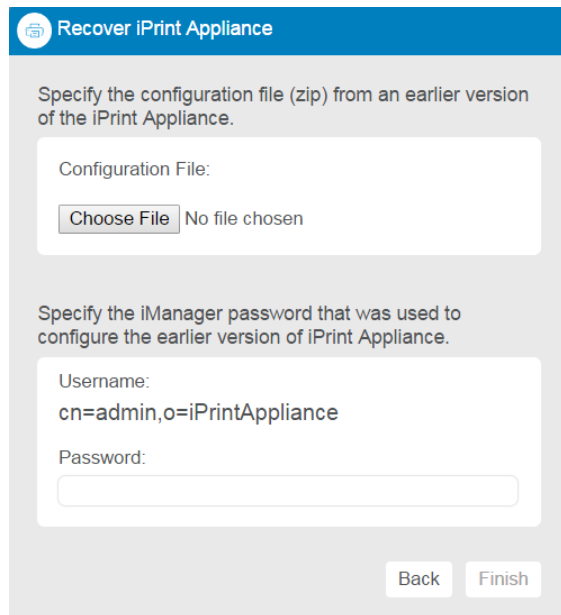
Ignore the security certificate warning, and continue to the iPrint Appliance Management Console. To avoid the security warning prompt every time you access the iPrint Appliance Management Console, you can add the certificate to the trusted certificates list on your browser.

- 6 Specify `vaadmin` or `root` as the user name.
- 7 Specify the password, then click **Log in**.
- 8 Click **Recover iPrint Appliance**.



The screenshot shows the 'iPrint Appliance Configuration' web interface. It has a blue header with the title and a printer icon. Below the header, there are two large buttons: 'Configure New iPrint Appliance' and 'Recover Existing iPrint Appliance'. At the bottom, there are two links: '« Modify Settings' and 'Getting Started'.

- 9 In the **Configuration File** option, click **Browse...**, then select the configuration file backed up from the iPrint Appliance. For more information about the `iprintconfig.zip`, see [Section 6.5.2, “Backing Up the Appliance,” on page 62](#).



The screenshot shows the 'Recover iPrint Appliance' web interface. It has a blue header with the title and a printer icon. Below the header, there is a text prompt: 'Specify the configuration file (zip) from an earlier version of the iPrint Appliance.' This is followed by a 'Configuration File:' label and a 'Choose File' button next to the text 'No file chosen'. Below this, there is another text prompt: 'Specify the iManager password that was used to configure the earlier version of iPrint Appliance.' This is followed by a 'Username:' label with the text 'cn=admin,o=iPrintAppliance' and a 'Password:' label with an empty password field. At the bottom right, there are 'Back' and 'Finish' buttons.

- 10 Specify the iManager password that was used to configure the earlier version of the iPrint Appliance.
- 11 Click **Finish**.

The time taken to complete the configuration depends on the size of the earlier version configuration file. On successful migration, the appliance reboots the VM.

6.5.2 Backing Up the Appliance

To create a `iprintconfig.zip` file, you must copy the configuration information from an existing iPrint Appliance.

- 1 On the iPrint Appliance, either use host name or the IP Address to access the Management Console. For example, `https://10.0.0.1:9443` or `http://iprint.example.com/admin`.

Ignore the security certificate warning.

- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password.
The Appliance Configuration page is displayed.

- 4 Click the **Manage iPrint Appliance** icon.

- 5 Under **Configuration**, click **Backup**.

- 6 Click **Backup Now**.

On successful backup, the file is available for download.

- 7 Click **Download Backup File**. This downloads the `iprintconfig.zip` file that contains the configuration information.

7 Migrating Printers from an OES iPrint Server

During the process of migration the iCM settings and ACLs are automatically migrated to the iPrint Appliance and depending on your selection printers, drivers, driver profile, and printer configuration details are migrated.

For more information about the Migration GUI, see [OES 23.4: Migration Tool Administration Guide \(https://www.microfocus.com/documentation/open-enterprise-server/23.4/mig_tools_lx/bookinfo.html\)](https://www.microfocus.com/documentation/open-enterprise-server/23.4/mig_tools_lx/bookinfo.html).

- [Section 7.1, “Prerequisites,” on page 63](#)
- [Section 7.2, “Migrating Printers,” on page 63](#)

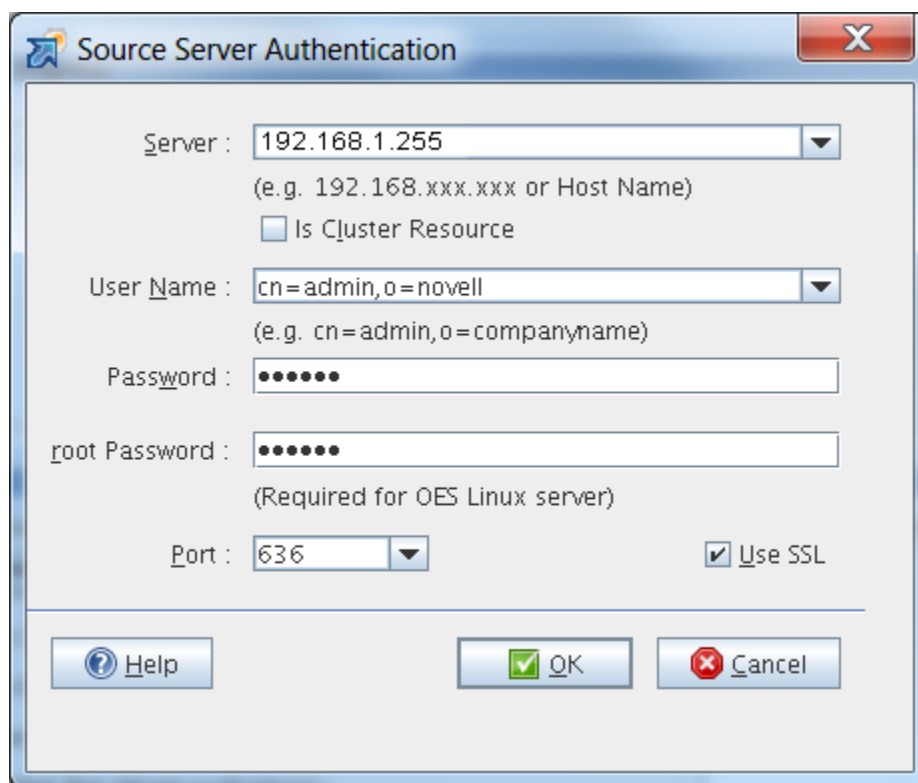
7.1 Prerequisites

- Ensure all users are migrated from OES to iPrint Appliance by using Import Users/ Groups task from Management Console. For information on how to import users from an LDAP source, see [Section 11.1.9, “Identity Source Configuration,” on page 110](#).
- Enable SSH service on the appliance. To enable SSH, see [Section 10.4, “System Services,” on page 91](#). By default, the ssh service is disabled.

7.2 Migrating Printers

- 1 The Migration GUI must be launched from your Windows, Linux or Mac machines. Using iPrint Appliance you cannot launch the Migration GUI.
 - 1a To connect to the iPrint Appliance by using Windows (SSH):
 - 1a1 Launch SSH Client and connect to the iPrint Appliance. You must have X server running on your computer.
 - 1b To connect to the iPrint Appliance by using Linux or Mac:
 - 1b1 Launch the terminal, then run the command `ssh -X <iPrintApplianceIPAddress>`.
- 2 Log in as the `root` user and at the command prompt, enter `miggui`.
- 3 (Optional) Click **Save Project**. If you save a project, the next time you want to import printers, you can use the saved file to retrieve your preferences instantly.
- 4 Specify the credentials to authenticate to the source and iPrint Appliance server.

If the source server is OES 2 SP3, OES 11, or OES, specify the password for authentication in the **root Password** field.



Source Server Authentication

Server : 192.168.1.255
 (e.g. 192.168.xxx.xxx or Host Name)

☐ Is Cluster Resource

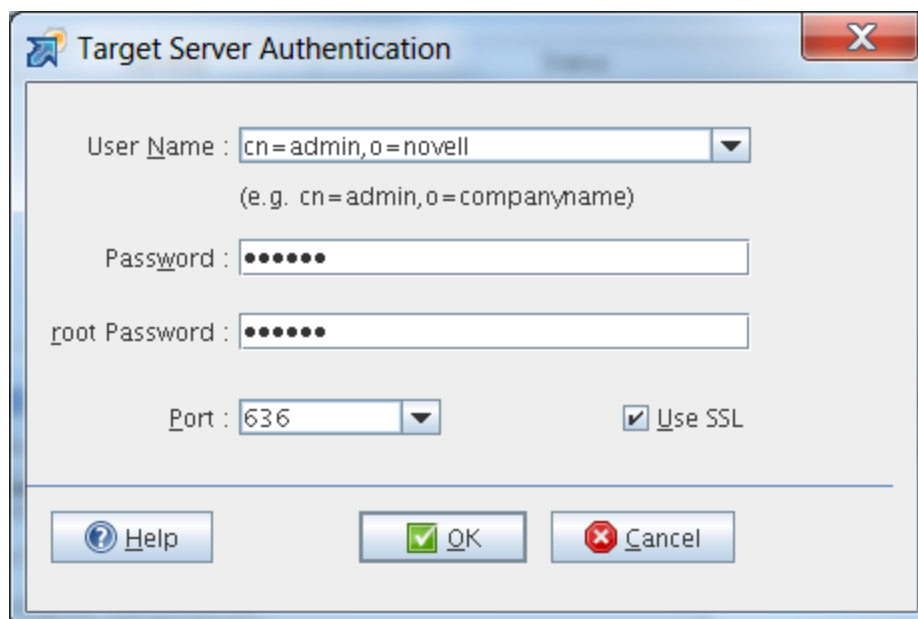
User Name : cn=admin,o=novell
 (e.g. cn=admin,o=companyname)

Password : ••••••

root Password : ••••••
 (Required for OES Linux server)

Port : 636 ☒ Use SSL

Buttons: Help, OK, Cancel



Target Server Authentication

User Name : cn=admin,o=novell
 (e.g. cn=admin,o=companyname)

Password : ••••••

root Password : ••••••

Port : 636 ☒ Use SSL

Buttons: Help, OK, Cancel

- 5 Click **Add**.
- 6 Select **iPrint**, then click **OK**.
- 7 In the Configure Service dialog box, click **Yes**. The iPrint configuration windows is displayed.

Print Objects	Parameter	Description
Printer Objects	Target Print Manager	<p>The Target Print Manager field is populated with the name of the active Print Manager running on the target server. This field is editable; you can also specify a different name for the active Print Manager. To go directly to a context of your choice, specify the context in the search base and click Search. The objects in the specified context are displayed.</p> <p>Click Get Printers to select printer objects from the source Print Manager.</p>
	Source printers	Displays all printers of the active Print Manager available on the source server. The printers that already exist on the target server are indicated by an asterisk (*).
	Select All	<p>Selects all the printers listed in the Printer Objects dialog box.</p> <p>NOTE: When you apply a new filter or modify an existing filter and click Select All, only printers that are displayed after applying the filter are selected. When you manually select all printers, the selected printers are migrated.</p>
	Filter	Specify the search pattern in the Filter field. This displays the printers in the Printer Agents list. This field is case sensitive.
Create target printer objects in	Context same as source printer context	Select this option to use the same context as the source printers on the target server.
	Target context	<p>This option is selected by default. It allows you to create source printers under a different context on the target server. This option does not maintain the context hierarchy of the source printer.</p> <p>To go directly to a context of your choice, specify the context in the search base and click Search. The objects in the specified context are displayed.</p>
	Do Not Migrate Existing Target Printers	<p>If the printer names on the source server match the printer names on the target server, the target printer properties and attributes are overwritten by the source printer properties and attributes.</p> <p>The printers that already exist on the target server are represented by an asterisk (*).</p>

iPrint Migration (on wgp-print-231)

Print Options **Other Options**

Source Driver Store

☐ The Source Driver Store is not on the same Server as the Source Print Manager

IP Address/DNS Name :

User Name :

Password :

Migrate the following additional Source Print Brokers to the Target Driver Store:

IP Address/DNS Name	Broker Volume Name
<input type="text"/>	<input type="text"/>

Target Driver Store

Target Driver Store DN :

☐ Target Driver Store is remote

IP Address/DNS Name :

User Name :

Password :

Printer Drivers

Options to Migrate Printer Drivers:

☐ Do Not Migrate Printer Driver and association of the Printer Agents with the Driver.

☒ Migrate Printer Driver if the driver is not present in the Target Driver Store.

☐ Migrate all Printer Drivers. This overwrites the Printer Driver on the Target Driver Store.

Migrate drivers for the following platforms:

All

Windows 95/98

Windows NT 4

Windows 2000

Windows XP

Press Ctrl+Click to select or deselect more than one platform

☒ Migrate Printer Driver Profiles. This overwrites the existing Printer Driver Profiles

☒ Migrate iPrint.ini file. This overwrites the existing iPrint.ini file on Target

[Help](#)

For more information, refer to [iPrint Migration Best Practices Guide](#).

Other Options	Parameter	Description
Source Driver Store	The Source Driver Store is not on the same server as the Source Print Manager	If the source Driver Store is running on a server different from the source Print Manager's server, this check box is selected.
		Specify the IP address or the host name and the root password of the server on which the source Driver Store is located.

Other Options	Parameter	Description
	Migrate the following additional Source Print Brokers to the Target Driver Store	<p>This section lists the names and IP/DNS addresses of the source Print Broker volumes that must be migrated to the target Driver Store.</p> <p>Click the plus button (+) and specify the IP address or the host name of the Source Broker. Select the Source Broker volume from the drop-down list and click OK. The list is populated with the IP address or host name of the Source Broker and Broker volume name. You can add multiple Source Brokers to the list.</p> <p>To remove the Source Broker from the list, select the IP address or host name and click the minus button (-). You can remove one Broker at a time.</p>
Target Driver Store	Target Driver Store is remote	<p>If the Driver Store is running on the remote server (other than the target server), the Target Driver Store is remote check box is enabled.</p> <p>Specify the IP address or the host name of the remote server and the root password of the remote server in the corresponding entry fields.</p>
Printer Drivers	Do not Migrate Printer Drivers and the association of the Printer Agents with the Driver	<p>Selecting this option ensures that printer drivers and the association of Printer Agents with the drivers are not migrated.</p>
	Migrate Printer Driver if the driver is not present in the target Driver Store	<p>Selecting this option migrates the printer drivers for the selected driver platforms from the Select Driver Platforms to Migrate list, if they are not present in the target Driver Store. This also migrates all the associations of the Printer Agents with the driver.</p> <p>NOTE: The default driver platform selection is All.</p>
	Migrate all Printer Drivers. This overwrites the Printer Driver on the target Driver Store	<p>Selecting this option overwrites the target drivers for the driver platforms you have selected from the Select Driver Platforms to Migrate list, if the driver names in the target Driver Store are the same as the source Driver Store. This also migrates all the associations of the Printer Agents with the driver.</p> <p>NOTE: The default Driver Platform selection is All.</p>
Printer Driver Profile	Migrate Printer Driver Profile	<p>If the profiles are the same on the target server as the source server, the target profiles are overwritten.</p>

Other Options	Parameter	Description
iPrint.ini File	Migrate iPrint.ini File	<p>If you migrate printer agents from two or more print managers, the <code>iPrint.ini</code> file on the target server is replaced by the <code>iPrint.ini</code> file of the last source server.</p> <p>NOTE: After migration, if the target server's <code>iprint.ini</code> file is overwritten by the source server's file, and if the target server's <code>iprint.ini</code> file had new parameters that were erased, you can restore them by copying the parameters manually from the <code>iprint.bak</code> file. The <code>iprint.bak</code> file is a backup of the target server's <code>iprint.ini</code> file. After migration, the <code>iprint.bak</code> file is saved in the <code>/var/opt/novell/iprint/htdocs</code> directory.</p>

- 9 Click **OK** to finish the configuration and go back to the migration screen.
 - 10 Click **Migrate** to begin the migration process.
- Using iManager, you can verify the details of the migrated printers.

8 Migrating Printers from an Active Directory Environment

Using the Print Transfer Utility (PTU) you can migrate the TCP/IP printers from the Active Directory (AD) environment to the OpenText iPrint Appliance. The utility only migrates the printers that are published to the AD domain.

The migrated printers will be available only as iPrint printers and all the features such as Mobility, QuickPrint, and so on can be used by the users.

- ♦ [Section 8.1, “Prerequisites,” on page 71](#)
- ♦ [Section 8.2, “Downloading and Installing PTU,” on page 71](#)
- ♦ [Section 8.3, “Migrating Printers,” on page 72](#)
- ♦ [Section 8.4, “Viewing Migrated Printers,” on page 75](#)
- ♦ [Section 8.5, “Log Files and Reports,” on page 75](#)
- ♦ [Section 8.6, “Limitations,” on page 75](#)


8.1 Prerequisites

- ♦ Windows server 2008 and above with AD and domain controller configured
- ♦ TCP/IP printers published to an AD server
- ♦ Microsoft .NET Framework 4.5 and above for the Windows Server

8.2 Downloading and Installing PTU

- ♦ [Section 8.2.1, “Downloading PTU \(iPrint Appliance\),” on page 71](#)
- ♦ [Section 8.2.2, “Installing PTU \(Windows AD Server\),” on page 72](#)

8.2.1 Downloading PTU (iPrint Appliance)

- 1 On a Web browser of iPrint Appliance, specify either the host name or the IP address of the iPrint Appliance. For example, `https://10.0.0.1:9443` or `https://iprint.example.com:9443`.
- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password, then click **Log in**.
- 4 Click **Manage iPrint Appliance**.
- 5 In the Management Console, click **Printers**, then click download icon . This downloads the `PrintTransferUtility.msi`.

8.2.2 Installing PTU (Windows AD Server)

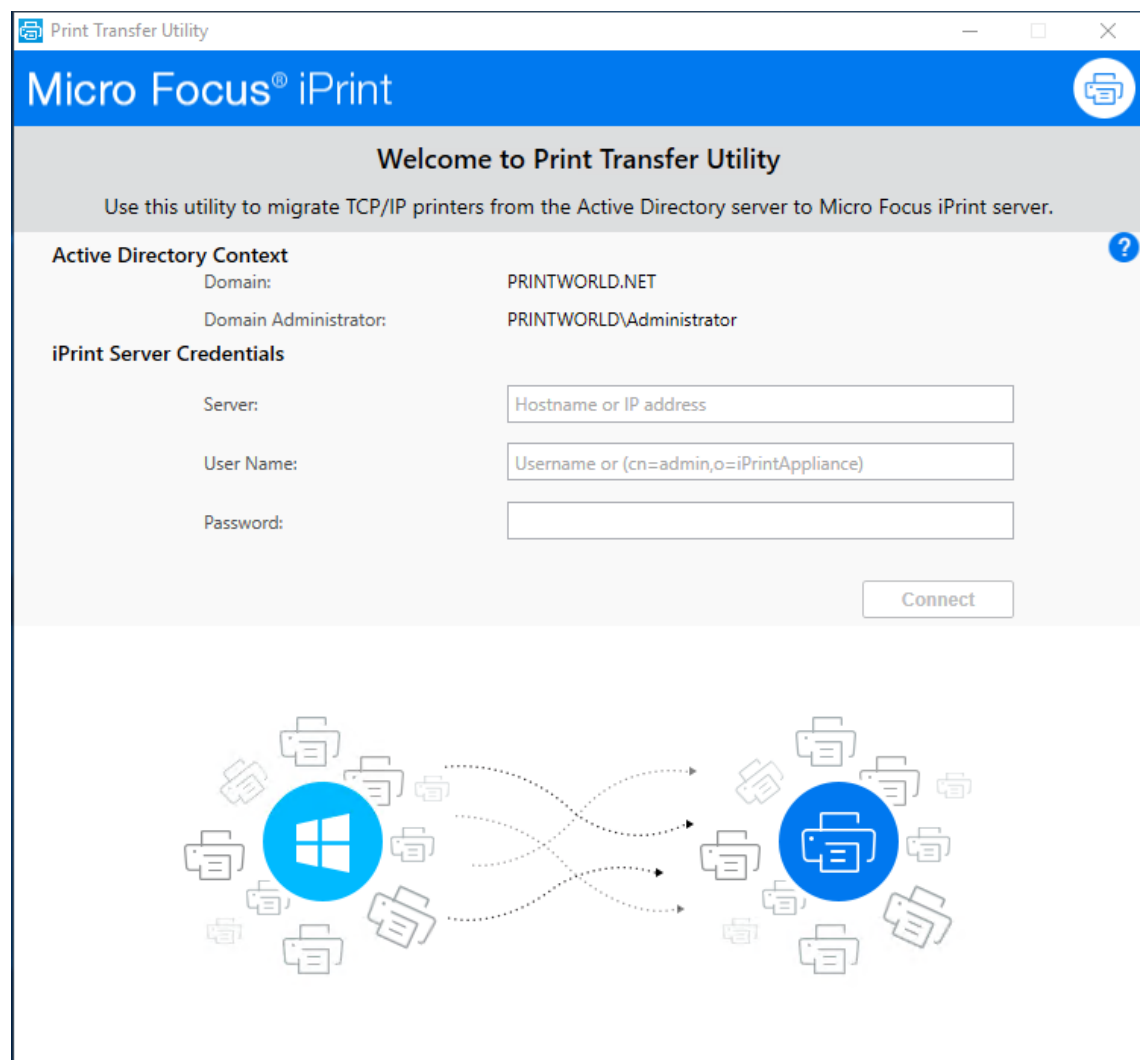
- 1 Copy the `PrintTransferUtility.msi` to a Windows Domain Controller from where you plan to migrate the printers.
- 2 Run the `msi` and install it.

The OpenText Print Transfer Utility is now available on your server.

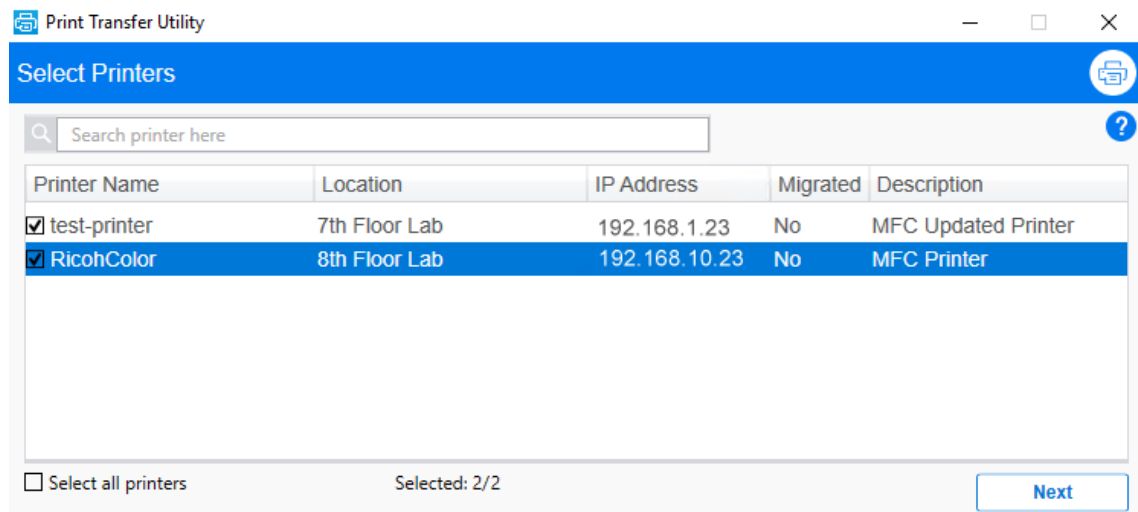
8.3 Migrating Printers

The printers from the Windows AD domain are migrated to the iPrint Appliance. Migration creates a copy of the printers on the iPrint Appliance and no printers are synced with the Windows printers. On successful migration, assign the ACLs and associate the drivers for the migrated printers in the iPrint Appliance.

- 1 Run the **OpenText Print Transfer Utility** by double-clicking the icon.
- 2 Specify the credentials of iPrint Appliance and click **Connect**.



- 3 Select the printers that you want to migrate from the AD domain to the iPrint Appliance, then click **Next**.



Print Transfer Utility

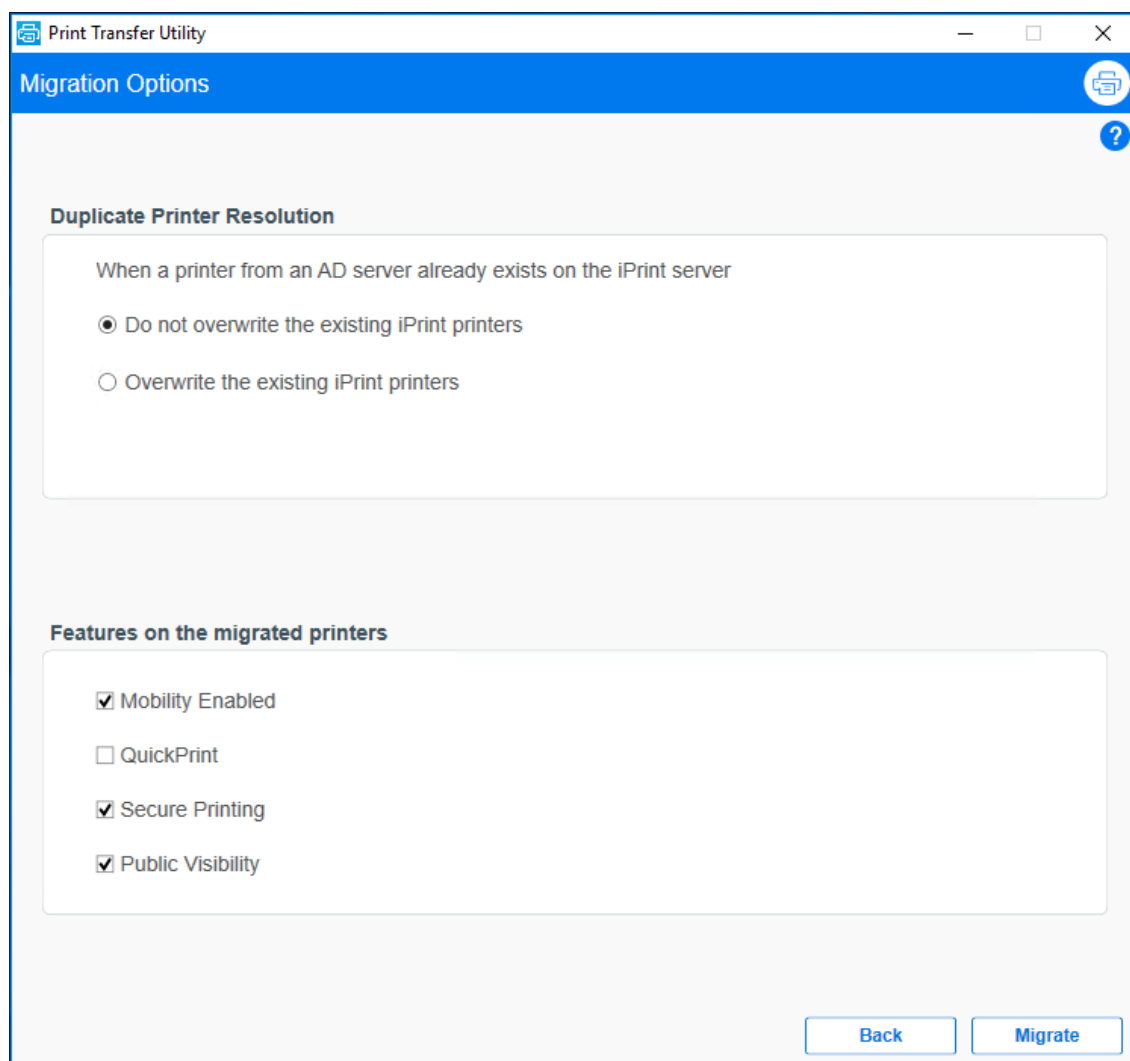
Select Printers

Search printer here

Printer Name	Location	IP Address	Migrated	Description
<input checked="" type="checkbox"/> test-printer	7th Floor Lab	192.168.1.23	No	MFC Updated Printer
<input checked="" type="checkbox"/> RicohColor	8th Floor Lab	192.168.10.23	No	MFC Printer

☐ Select all printers Selected: 2/2 **Next**

- 4 Continue with default options or modify the options as per your requirements, then click **Migrate**.



Duplicate Printer Resolution: For the migrated printers, the utility matches the printer name and domain context of the printers from the Windows AD domain and iPrint Appliance to locate the duplicate printers.

- ♦ **Do not overwrite the existing iPrint printers:** The migrated printers from the Windows AD domain are ignored and are not migrated again to the iPrint Appliance.
- ♦ **Overwrite the existing iPrint printers:** The migrated printers with same name on the iPrint Appliance are overwritten.

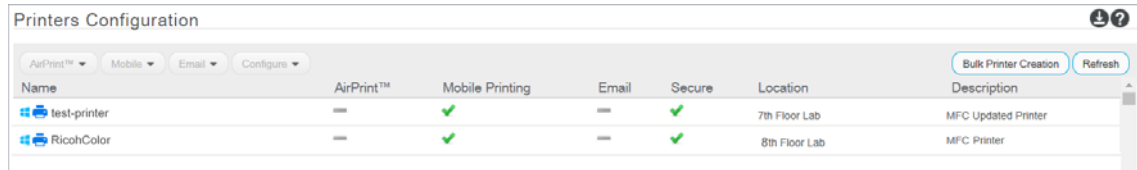
Features on the Migrated Printers: The migrated printers will be enabled for the features selected in this GUI. After successful migration, you can modify the features using the Management Console in the iPrint Appliance.

- 5 The Migration status of the printers is displayed. Click **Finish** to exit the utility or click **View Report** to view the details of migration.



The iPrint Appliance creates a directory structure of the migrated printers similar to the one available on the Windows machine. The same can be verified using iManager.

8.4 Viewing Migrated Printers

- 1 On a Web browser, specify either the host name or the IP address of the iPrint Appliance. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password, then click **Log in**.
- 4 Click **Manage iPrint Appliance**.
- 5 In the Management Console, click **Printers**, the migrated printers are suffixed with a Windows icon.



The screenshot shows the 'Printers Configuration' web interface. At the top, there are tabs for 'AirPrint™', 'Mobile', 'Email', and 'Configure'. On the right, there are buttons for 'Bulk Printer Creation' and 'Refresh'. Below the tabs is a table with the following columns: Name, AirPrint™, Mobile Printing, Email, Secure, Location, and Description. Two printers are listed: 'test-printer' and 'RicohColor'. Both have a Windows icon next to their names. The 'test-printer' is located on the 7th Floor Lab and is an MFC Updated Printer. The 'RicohColor' is located on the 8th Floor Lab and is an MFC Printer.

Name	AirPrint™	Mobile Printing	Email	Secure	Location	Description
 test-printer	—	✓	—	✓	7th Floor Lab	MFC Updated Printer
 RicohColor	—	✓	—	✓	8th Floor Lab	MFC Printer

8.5 Log Files and Reports

- ♦ **PrintTransferUtil.log:** The PTU log file is located at `c:\ndps\users/<username>/PrintTransferUtil.exe/PrintTransferUtil.log`. By default, the log file captures Info messages. To modify the log levels, edit the file `C:\Program Files (x86)\Micro Focus\Print Transfer Utility\PrintTransferUtil.log4net`.
- ♦ **Report:** The report captures the details of migration performed by PTU. The file is located at `C:\NDPS\PrintTransferUtil_Reports`.

NOTE: Micro Focus is now OpenText.

8.6 Limitations

- ♦ Windows printer names with unsupported characters are not migrated
- ♦ Windows printer names with length more than 31 characters are not migrated
- ♦ Windows printer with the same name as an iPrint Appliance printer is not migrated
- ♦ Windows printers with IPV6 address are not supported for migration

9 Document Rendering

iPrint Appliance provides a client-independent and driverless printing environment to mobile users.

- ♦ [Section 9.1, “Overview,” on page 77](#)
- ♦ [Section 9.2, “Key Features,” on page 78](#)
- ♦ [Section 9.3, “Installing and Configuring a Remote Renderer,” on page 80](#)
- ♦ [Section 9.4, “Upgrading the Remote Renderer,” on page 84](#)
- ♦ [Section 9.5, “Managing the Remote Renderer,” on page 84](#)
- ♦ [Section 9.6, “Remote Renderer Commands,” on page 86](#)

9.1 Overview

What Is a Renderer?

iPrint now supports printing from mobile devices that have limited abilities to convert documents into print-ready formats. On desktop platforms, the documents are usually converted to print-ready formats by the application, driver, and the spooler subsystems. This functionality is primitive or non-existent in many of the mobile devices and hence must be provided by the Print Service. To facilitate this, iPrint now provides Rendering and Conversion capabilities in the product and can convert and render most of the documents that are submitted by a mobile device, email, or other submission methods.

This conversion (rendering) is performed on the iPrint Appliance using our built-in solution known as Local Renderer. Printing quality varies, depending on the document complexity so for enhanced desktop-quality printing, you can use the Remote Renderer on a Windows platform.

You can view the Local renderer and list of remote renderers in the **Management Console > iPrint Appliance Configuration**, Renderers page.

The renderers support broad range of document formats. For more information, see [Section C.8, “Supported Document Formats By the Local Renderer and Remote Renderer,” on page 252](#).

9.1.1 Local Renderer

iPrint Appliance is bundled with a built-in document renderer known as Local Renderer. The renderer converts documents to the PDF format, and then converts them to the print-ready format using CUPS. The renderer supports multiple formats, has a multithreading feature, and provides limited support for Microsoft Office formats. If a printer does not have a driver associated with it, the default printer driver PostScript is automatically used to print documents.

9.1.2 Remote Renderer

iPrint Appliance also ships with a Remote Renderer. For enhanced desktop-quality printing, you can use the Remote Renderer. The remote renderer can be downloaded from the iPrint Appliance Management Console and installed on a Windows 64-bit computer.

The remote renderer provides high quality rendering for different formats. The remote renderer job might take some additional time to complete the print jobs in comparison to the local renderer. If you do not want to use the built-in PDF renderer, you can also install Adobe Acrobat Pro for PDF rendering. However, if you are printing PDF using a built-in pdf renderer, then there can be some minor print quality differences such as color shade difference in the PDFs.

The remote renderer communicates with iPrint Appliance for document conversion. Although, it is not a mandatory requirement for iPrint Appliance, the remote renderer is recommended for desktop quality printing.

9.2 Key Features

- ♦ [Section 9.2.1, “Multi-driver Support,” on page 78](#)
- ♦ [Section 9.2.2, “Secure and Non-secure Communication Support \(Remote Renderer\),” on page 78](#)
- ♦ [Section 9.2.3, “Automatic Printer Driver Updates,” on page 79](#)
- ♦ [Section 9.2.4, “Printer Rename and Redirection \(Remote Renderer\),” on page 80](#)

9.2.1 Multi-driver Support

On iPrint Appliance, you can configure the local and remote renderer to use multiple drivers for different mobile enabled printer agents. The renderer installs the unique drivers associated with various mobile enabled printer agents, on the renderer machine. During the rendering of jobs, the correct printer driver is selected based on the printer agent to which the job is being submitted for rendering.

If a printer agent does not have any driver associated with the renderer platform, the renderer uses the default driver for rendering the jobs sent to those printer agents. You can select a default driver when adding a renderer from the Management Console. The Management Console also provides an option to change the default drivers.

For information on how to upload drivers to the Driver Store, see [Section 5.4, “Configuring Printer Drivers,” on page 41](#).

9.2.2 Secure and Non-secure Communication Support (Remote Renderer)

On iPrint Appliance, the remote renderer can communicate over secure and non-secure channels with the iPrint Appliance. By default, the iPrint Appliance is set to communicate in both secure and non-secure modes.

Secure Communication Mode: When this mode is used, only the secure remote renderers can communicate with the iPrint Appliance. For information on how to configure the iPrint Appliance and renderer in a secure mode, see [“Secure Communication Mode” on page 83](#).

Non-secure Communication Mode: When this mode is used, both secure and non-secure remote renderers can communicate with the iPrint Appliance. For information on how to configure the iPrint Appliance and renderer in a non-secure mode, see [“Non-secure Communication Mode” on page 83](#).

Non-secure communication mode is desirable in the following scenarios:

- ♦ Experiencing problems with third-party certificates

The iPrint Appliance handles third-party certificates well when working with secure web tools and authentications from the iPrint Mobile App. However, some third-party certificates can be problematic when registering a remote renderer; in these situations, non-secure communication mode is convenient because certificates are not used for the remote renderer registration.

- ♦ Domain suffix for the iPrint Appliance and the remote renderer does not match

Secure communication mode requires both the iPrint Appliance and the remote renderer to have matching DNS domain suffixes. For example, `iprintserver.company.com` and `remoterenderer.cityname.company.com` will cause the remote renderer registration to fail if the secure communication mode is selected. The non-secure communication mode ignores the DNS suffix matching requirement.

You can verify the mode of the renderer in the [Renderers](#) page under the [Secure Mode](#) column.

- ♦ If the [Secure Mode](#) column displays **false**, then the renderer is in a non-secure communication mode.
- ♦ If the [Secure Mode](#) column displays **true**, then the renderer is in a secure communication mode.

9.2.3 Automatic Printer Driver Updates

The local and remote renderer supports the Automatic Driver Update feature. When a printer driver is updated on the Drive Store, or if the association of a particular printer agent is changed, the driver is automatically updated on the renderer.

Local Renderer: All the jobs submitted for printing is rendered by the driver that is currently associated with the printer. However, the first print job that is sent for printing after the driver association change may take some time to be rendered depending on the size of the driver.

Remote Renderer: All the jobs submitted for printing is rendered by the driver that is currently associated with the printer. However, the first print job that is sent for printing after the driver association change may take some time to be rendered depending on the size of the driver. This is because the remote renderer installs the driver first and then processes it for rendering.

9.2.4 Printer Rename and Redirection (Remote Renderer)

If a printer is renamed or redirected through the Management Console, the remote renderer automatically updates its configuration to associate the correct printer drivers with the printer.

When you redirect a printer, the printer driver associated with the destination printer is used for rendering.

9.3 Installing and Configuring a Remote Renderer

For desktop quality printing for Microsoft Office and PDF documents, you must install a remote renderer on a Microsoft Windows 7, Windows 10, Windows 11, Windows 2016, Windows 20129 or Windows 2022 64-bit system with a dual-core processor or higher.

During the remote renderer configuration process, when prompted for service configuration credentials, local users must specify the credentials of an account with Windows admin and domain users must specify the user name in [domainname]\[username] format.

- ♦ [Section 9.3.1, “Prerequisites,” on page 80](#)
- ♦ [Section 9.3.2, “Assigning Log On as a Service Rights,” on page 81](#)
- ♦ [Section 9.3.3, “Downloading the Remote Renderer,” on page 81](#)
- ♦ [Section 9.3.4, “Installing and Configuring the Remote Renderer,” on page 82](#)
- ♦ [Section 9.3.5, “Registering the Remote Renderer,” on page 82](#)
- ♦ [Section 9.3.6, “Secure Communication Mode,” on page 83](#)
- ♦ [Section 9.3.7, “Non-secure Communication Mode,” on page 83](#)

9.3.1 Prerequisites

Before installing and configuring the remote renderer, ensure that you have met the requirements listed in [Section 3.3, “Remote Renderer Requirements,” on page 25](#) and the following prerequisites:

- ♦ At least one printer driver is uploaded to the Driver Store for the Windows platform on which you are setting up the renderer. This is required because when you add a remote renderer from the Management Console, you must designate one driver as the default driver for the renderer.

NOTE: It is recommended that you upload a universal printer driver such as HPUPD, and set that as the default driver.

- ♦ You must assign **Log on as a service** rights to the account with which you want to set up the renderer.


9.3.2 Assigning Log On as a Service Rights

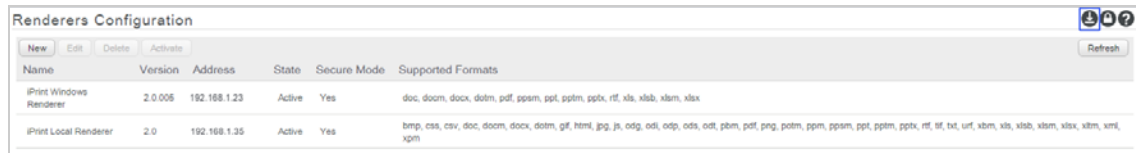
Before configuring the remote renderer, you must assign the **Log on as a service** rights to the account with which you want to set up the renderer, on the local machine.

- 1 On your Windows computer, Go to **Start > Control Panel**.
- 2 In the upper-right corner of the Control Panel window, click the **View by** drop-down menu, then select **Large icons**.
- 3 Go to **Administrative Tools > Local Security Policy**.
- 4 In the left pane, double-click **Local Policies**.
- 5 Click **User Rights Assignment**.
- 6 In the right pane, under **Policy**, double-click **Log on as a service**.
- 7 Click **Add User or Group**.

- 8 Specify the user name in the **Enter the object names to select** box, then click **Check Names**.
- 9 Click **OK** after the user is displayed.
- 10 Click **OK**.
- 11 Click **OK**, then close the Local Security Policy window.

9.3.3 Downloading the Remote Renderer

- 1 On a web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Specify **root** or **vaadmin** as the user name.
- 3 Specify the password that you provided for **root** or **vaadmin**.
The Management Console page is displayed.
- 4 Click **iPrint Appliance Configuration**.
- 5 Under **Configuration**, click **Renderers**.
- 6 Click the  icon in the upper-right corner of the screen.



Name	Version	Address	State	Secure Mode	Supported Formats
iPrint Windows Renderer	2.0.006	192.168.1.23	Active	Yes	doc, docm, docx, dotm, pdf, ppm, ppt, pptm, pptx, rtf, xls, xlsx, xlam, xltx
iPrint Local Renderer	2.0	192.168.1.35	Active	Yes	bmp, css, csv, doc, docm, docx, dotm, gif, html, jpg, js, odg, odt, odp, ods, odt, ptm, pdf, png, postm, ppm, ppt, pptm, pptx, rtf, ttf, txt, xbm, xls, xlsx, xlam, xltx, xprt, xps

NOTE: The remote renderer installation interface is not available in Slovak, Hungarian, Netherlands Dutch, or Catalan languages

A zip file named **iPrintRendererBundle.zip** is downloaded. This zip file contains a **setup.exe** file, **iPrintRendererSetup.msi** file, **readme.txt**, and a **device.pfx** certificate file.

Continue with installing and configuring the remote renderer.

9.3.4 Installing and Configuring the Remote Renderer

- 1 Unzip the **iPrintRendererBundle.zip** file, then launch the **setup.exe** file. Follow the on-screen prompts to complete the installation procedure.
- 2 When the installation is complete, launch the command prompt in the **Run as administrator** mode.
- 3 Run the command **iPrntRendCmd -c** to configure the remote renderer.
 - 3a If you want to configure the remote renderer over a secure channel and if you are using a self-signed digital certificate, copy the **device.pfx** file into the **C:\NDPS\Renderer\certificates** folder.
 - 3b If you want to configure the remote renderer over a secure channel and if you are using a third-party certificate, copy the PKCS12 file of type **.pfx** or **.p12** into the **C:\NDPS\Renderer\certificates** folder.

- 4 When prompted for **Do you want to configure the remote renderer over secure channel**, depending on your requirement, specify **Yes** or **No**.
 - 4a When you specify **Yes**, the renderer is configured in a secure mode. You need to perform additional steps, if you need iPrint Appliance to accept only secure communications. For more information, see [Section 9.3.6, “Secure Communication Mode,” on page 83](#).
 - 4b When you specify **No**, the renderer is configured in a non-secure mode. You need to perform additional steps to ensure that iPrint Appliance accepts non-secure communications. For more information, see [Section 9.3.7, “Non-secure Communication Mode,” on page 83](#).
- 5 When prompted for credentials, specify your credentials.

On successful configuration, you must register the Remote Renderer.

9.3.5 Registering the Remote Renderer

- 1 On the Management Console, click **iPrint Appliance Configuration**.
- 2 Under **Configuration**, click **Renderers**.
- 3 Click **New**.
- 4 In the **Renderer Host/IP address** box, specify the hostname or IP address of the renderer system, then click **Connect**.
- 5 Under Options, specify a name for the renderer in the **Renderer Name** box.
- 6 Select the document formats you want the remote renderer to render.
- 7 Choose the **Default Printer Driver**, then click **Register**.

After you click the **Register** button, a success message is displayed, but the remote renderer is still configuring. The configuration time depends on the number of unique drivers associated with mobile enabled printers. During that period, the renderer is in the **Configuring** state. After the configuration is complete, the renderer changes to the **Active** state. When the status of the remote renderer displays **Active**, it means that the registration is successful. Refresh the page after a couple of minutes to check the status.

9.3.6 Secure Communication Mode

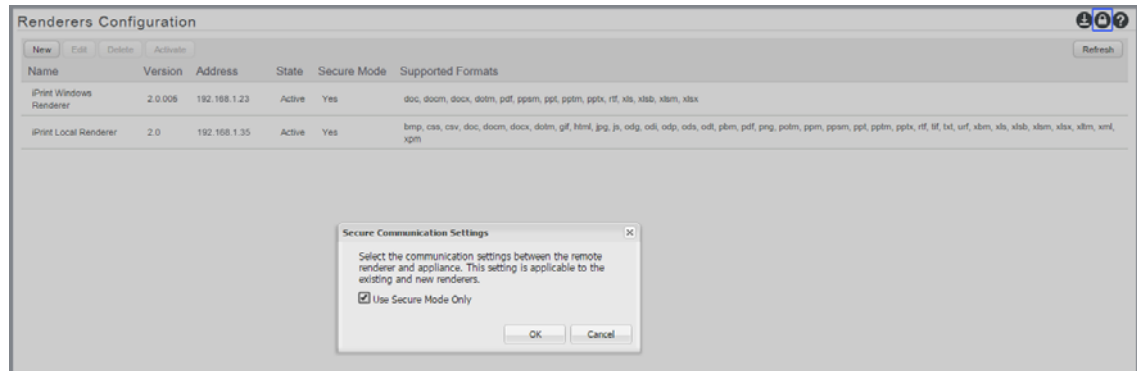
By default, the iPrint Appliance accepts both secure and non-secure communication. To set only secure communication mode, you must ensure that the renderer is secure and the iPrint Appliance accepts only secure communications. For more information refer to [Secure Renderer Registration Fails](#).

On the Windows computer, run the `iPrntRendCmd -c` command to configure secure remote renderer. On configuring the renderer to a secure mode, you can verify the status in the Management Console, **Renderers** page under the **Secure Mode** column, the value displayed is **true**.

To configure iPrint Appliance to accept only secure communications, modify the secure communication settings in the Management Console as follows:

- 1 On a web browser, use either the host name or the IP address to access the Management Console. For example, `https://10.0.0.1:9443` or `https://iprint.example.com:9443`.
- 2 Specify the root or vaadmin name that you provided as the user name.

- 3 Specify the password that you provided for the root or vaadmin.
The Management Console page is displayed.
- 4 Click **iPrint Appliance Configuration**.
- 5 Under **Configuration**, click **Renderers**. All the available renderers are displayed.
- 6 Click the **Secure settings for renderers** icon.
The Secure Communication Settings window is displayed.



- 7 Select the **Use Secure Mode Only** check box, then click **OK**. The iPrint Appliance will now accept only secure communications. The non-secure renderers will fail to communicate with the iPrint Appliance and no jobs can be rendered by those renderers.

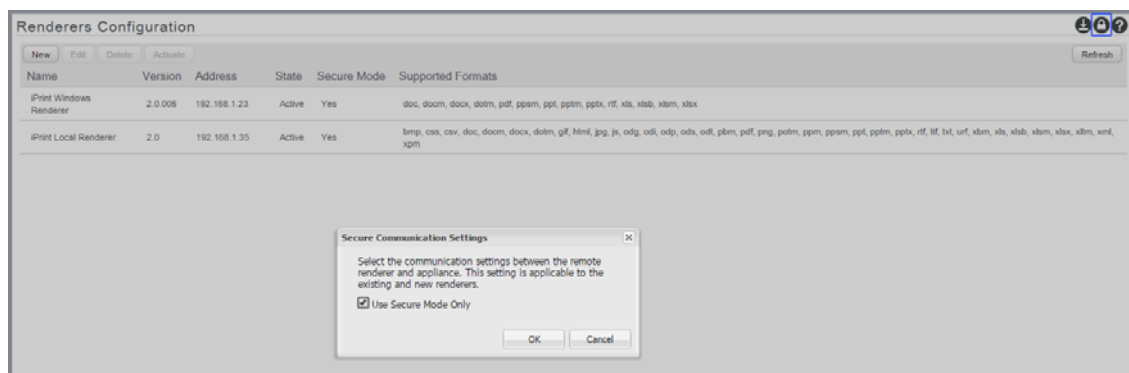
9.3.7 Non-secure Communication Mode

By default, the iPrint Appliance accepts both secure and non-secure communication but if the iPrint Appliance is modified to accept only secure communications, then you must modify the iPrint Appliance to accept both secure and non-secure communications.

On the Windows computer, run the `iPrintRendCmd -c` command to configure the non-secure remote renderer. On configuring the renderer to a non-secure mode, you can verify the status in the Management Console, **Renderers** page under the **Secure Mode** column, the value displayed is **false**.

Modify the secure communication settings in the Management Console for iPrint Appliance to accept both secure and non-secure communications:

- 1 On a web browser, use either the host name or the IP address to access the Management Console. For example, `https://10.0.0.1:9443` or `https://iprint.example.com:9443`.
- 2 Specify the root or vaadmin name that you provided as the user name.
- 3 Specify the password that you provided for the root or vaadmin.
The Management Console page is displayed.
- 4 Click **iPrint Appliance Configuration**.
- 5 Under **Configuration**, click **Renderers**. All the available renderers are displayed.
- 6 Click the **Secure settings for renderers** icon.
The Secure Communication Settings window is displayed.



- 7 Deselect the **Use Secure Mode Only** check box, then click **OK**. The iPrint Appliance will now accept both secure and non-secure communications.

9.4 Upgrading the Remote Renderer

If you have upgraded your iPrint Appliance, you must also upgrade the remote renderer. Before upgrading the remote renderer, ensure that you have applied the patch and updated the iPrint Appliance server.

9.4.1 Upgrading from 2.0 or later to 5.x

To make the renderer active after upgrading the iPrint Appliance server, you must reconfigure the renderer using the command `iPrntRendCmd -c`.

9.5 Managing the Remote Renderer

You can manage the remote renderer through the Management Console.

- 1 On a web browser, use either the host name or the IP address to access the Management Console. For example, `https://10.0.0.1:9443` or `https://iprint.example.com:9443`.
- 2 Specify `root` or `vaadmin` as the user name.
- 3 Specify the password that you provided for `root` or `vaadmin`.
The Management Console page is displayed.
- 4 Click **iPrint Appliance Configuration**.
- 5 Under **Configuration**, click **Renderers**.

On the Renderers page, you can perform the following actions:

- ♦ [Section 9.5.1, “Add a Renderer,” on page 85](#)
- ♦ [Section 9.5.2, “Edit a Renderer,” on page 85](#)
- ♦ [Section 9.5.3, “Delete a Renderer,” on page 85](#)
- ♦ [Section 9.5.4, “Activate or Deactivate a Renderer,” on page 86](#)

9.5.1 Add a Renderer

- 1 On the Renderers page, click **New**.
- 2 In the **Renderer Host/IP address** box, specify the host name or IP address of the renderer system, then click **Connect**.
- 3 Under Options, specify a name for the renderer in the **Renderer Name** box.
- 4 Select the document formats you want the remote renderer to render.

NOTE: The **PDF Formats** option along with the **In-built PDF renderer** is selected by default. If you want to use Adobe Acrobat, you must ensure that Adobe Acrobat Pro is installed on the renderer machine before selecting the **Adobe Acrobat** option. Similarly, if you want to enable the remote renderer to render Microsoft Office formats, you must ensure that Microsoft Office is installed on the renderer machine before selecting the **Office Formats** option.

- 5 Choose the **Default Printer Driver**, then click **Register**.

9.5.2 Edit a Renderer

You can change a remote renderer's name, the document rendering options, and the default printer driver using the Edit feature on the Renderers page.

- 1 On the Renderers page, select a renderer which you want to edit, then click **Edit**.
- 2 Change the rendering options, then click **Commit**.

9.5.3 Delete a Renderer

- 1 On the Renderers page, select a renderer that you want to delete, then click **Delete**.

Deleting a renderer unregisters the renderer from iPrint Appliance.

9.5.4 Activate or Deactivate a Renderer

- 1 On the Renderers page, select a renderer that you want to activate or deactivate, then click **Activate/De-Activate**.

If the renderer is in an Active state, it is deactivated. If the renderer is in an Inactive state, it is activated.

If the renderer is in an Inactive state, it will not render any job.

Deactivating a renderer does not unregister the renderer from iPrint Appliance.

9.6 Remote Renderer Commands

The management of remote renderer is supported from the Management Console. You can additionally use the command line interface by launching the command prompt in the **Run as administrator** mode and executing the `iPrntRendCmd` command for the following operations:

Command	Description
<code>-h --help</code>	Shows the various available commands with their syntax.
<code>-v --version</code>	Shows the current version of the remote renderer.
<code>-c --configureservice</code>	Configures the remote renderer service for the specified user. It also provides the option of choosing between secure and non-secure communication mode with the iPrint Appliance.
<code>-u --unregisterrenderers <iPrint Appliance server Fully Qualified Domain Name or IP address></code>	Unregisters the remote renderer from the iPrint Appliance server. Afterward, the remote renderer stops accepting jobs from the iPrint Appliance server for conversion. The iPrint Rendering service is running, but does not receive rendering jobs from the iPrint Appliance server.
<code>-rt --reregisterrenderers <iPrint Appliance server Fully Qualified Domain Name or IP address></code>	Installs both self-signed and unsigned drivers for remote renderers.
<code>-s --renderersstatus</code>	Displays the status of the iPrint Windows Rendering service.
<code>-l --launchrenderers</code>	Starts the iPrint Windows Rendering service. After registration, the rendering service starts automatically.
<code>-q --stoprenderers</code>	Stops the iPrint Windows Rendering service.
<code>-t --testconverttops <input file location> <output file location></code>	Tests the conversion locally.
<code>-ls --listservers</code>	Lists the iPrint Appliance registered with the remote renderer.

10 Managing iPrint Appliance

The OpenText iPrint Appliance Management Console allows you to administer iPrint Appliance, and to change configuration settings, such as administrative passwords, network settings, and certificate settings.

NOTE: Micro Focus is now OpenText.

To access the Appliance System Configuration page:

- 1 On a Web browser, specify either the host name or the IP address. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Specify the **Username** and **Password**, then click **Log in**.

The OpenText Appliance Configuration pane displays the following options:

- [Section 10.1, “Network,” on page 89](#)
- [Section 10.2, “Time,” on page 90](#)
- [Section 10.3, “Storage,” on page 90](#)
- [Section 10.4, “System Services,” on page 91](#)
- [Section 10.5, “Firewall,” on page 91](#)
- [Section 10.6, “/var Mount Configuration,” on page 92](#)
- [Section 10.7, “Administrative Passwords,” on page 92](#)
- [Section 10.8, “Field Patch,” on page 92](#)
- [Section 10.9, “Support,” on page 93](#)
- [Section 10.10, “Online Update,” on page 93](#)
- [Section 10.11, “Shutting Down and Restarting iPrint Appliance,” on page 96](#)
- [Section 10.12, “Signing Out of iPrint Appliance,” on page 96](#)

10.1 Network

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Network**.
- 3 In the **DNS Configuration** section, you can modify the name servers, search domains, and gateway settings for your OpenText iPrint Appliance network.

If the **Search Domains** field is left blank, it is auto-populated with the domain of the appliance hostname. For example, if the hostname of the appliance is `iprint.mycompany.com`, the domain is auto-populated with `mycompany.com`.

- 4 In the **NIC Configuration** section, you can modify the IP address, hostname, and network mask of any Network Interface Controller (NIC) associated with the appliance. (If you configured multiple NICs for the OpenText iPrint Appliance, you can configure the additional NICs.)
 - 4a In the **NIC Configuration** section, click the ID of the NIC.
 - 4b Edit the IP address, hostname, or network mask.

If you change the IP address, you must restart the appliance in order for the change to be reflected
 - 4c Click **OK**.
- 5 (Optional) In the **Appliance Administration UI (port 9443) Access Restrictions** section, specify the IP address of any networks for which you want to allow access to the iPrint Appliance. Leave this section blank to allow any network to access the iPrint Appliance.

IMPORTANT: Post iPrint Appliance configuration, do not change any Network settings.

- 6 Click **OK**.

10.2 Time

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Time**.
- 3 Change the time configuration options as necessary:

NTP Server: Specify the NTP server that you want to use for time synchronization.

Region: Select the region where your OpenText Appliance is located.

Time Zone: Select the time zone where your OpenText Appliance is located.
- 4 Click **OK**.

10.3 Storage

If you have created partitions for `/vastorage` and `/var`, iPrint Appliance provides native tools to allow you to expand the storage space for the `/vastorage` and `/var` partitions.

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Storage**.
- 3 Use the tools provided by your virtualization platform vendor to expand the virtual disks that contain the partitions you are expanding.
- 4 In the provided table, select the partitions to be expanded.
- 5 Click **Expand partitions**.

Appliance services are stopped, the selected partitions are expanded to the size of their respective disks, and appliance services are restarted.
- 6 Reboot the appliance so the operating system can detect the disks that have been expanded.

10.4 System Services

This section displays the system services that are required for iPrint Appliance.

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **System Services**.
- 3 You can perform the following actions:
 - ♦ [Section 10.4.1, “Starting, Stopping, or Restarting System Services,” on page 91](#)
 - ♦ [Section 10.4.2, “Setting System Services to Automatic or Manual,” on page 91](#)
 - ♦ [Section 10.4.3, “Downloading Log Files for System Services,” on page 91](#)

10.4.1 Starting, Stopping, or Restarting System Services

- 1 Select the service that you want to start, stop, or restart.
- 2 Click **Action**, then click **Start**, **Stop**, or **Restart**.
- 3 Click **Close** to exit System Services.

10.4.2 Setting System Services to Automatic or Manual

- 1 Select the service that you want to make automatic or manual.
- 2 Click **Action**, then click **Set as Automatic**, or **Set as Manual**.

10.4.3 Downloading Log Files for System Services

In the **Log Files** column of the table, click the **download** link for the service for which you want to view log files.

10.5 Firewall

You can view your current firewall configuration directly from the iPrint Appliance:

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Firewall**.

Port numbers are listed with the current status of each port number. This page is for informational purposes and is not editable.

To have seamless experience with iPrint Appliance, ensure you do not block the ports with your firewall settings. For more information, see [Section 3.2, “Ports Requirements,” on page 22](#).

10.6 /var Mount Configuration

iPrint Appliance system events are logged in the `/var` directory. Since the `/var` directory can fill up with log files and cause the boot partition to grow, it is recommended that `/var` be located either on a separate hard disk on the appliance, or on a remote NFS directory.

To move the `/var` directory to a dedicated disk or to a remote NFS directory:

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **/var Mount Configuration**.
- 3 Specify the hard disk information for the `/var` directory:
 - ♦ **Select disk:** Select the hard disk where you want to place `/var`.
 - ♦ **File system type:** Specify the type of file system.
- 4 Click **OK**.

10.7 Administrative Passwords

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Administrative Passwords**.
- 3 Specify new passwords for the root and vaadmin administrators.

If you are changing the root password, you must first specify the current root password.
- 4 (Optional) Select or deselect **Allow root access to SSH**. When this option is selected, the root user is able to SSH to the appliance. If this option is not selected, only the vaadmin user can SSH to the appliance.
- 5 Click **OK**.

IMPORTANT: To change the eDirectory admin password, launch the terminal and run the script `iprint_edir_change_passwd.sh`.

10.8 Field Patch

You can manage field test patches for the iPrint Appliance from the Field Patch page. You can install new patches, view currently installed patches, and uninstall patches.

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Field Patch**.
- 3 (Optional) Install a Downloaded Patch:
 - 3a Before you can install a patch, you first need to download it from the [Support web site](https://www.microfocus.com/support/) (<https://www.microfocus.com/support/>) to your management workstation.

NOTE: Micro Focus is now OpenText.

- 3b** From the Field Test Patch page on the iPrint appliance, click **Browse**.
- 3c** Browse to and select the patch that you downloaded in [Step 3a](#).
- 3d** Click **Install**.
- 4** (Optional) Manage Installed Patches: Uninstall Patch
Patches must be uninstalled in reverse order and only the latest patch can be uninstalled.
 - 4a** Select the latest installed patch, then click **Uninstall Latest Patch** and confirm that you want the patch uninstalled.
- 5** (Optional) Manage Installed Patches: Download Log File
 - 5a** Click **Download Log File** to download the log file that tracks patch installations.

10.9 Support

You can upload configuration files to OpenText Support via FTP, or to download the configuration files so that you can send them by an alternative method.

- 1** On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2** Click **Support**.
- 3** Select **Automatically send the configuration to OpenText using FTP** to automatically send your iPrint Appliance system's configuration information to OpenText Support via FTP.
or
Select **Download and save the configuration file locally, then send it to OpenText manually** to download your iPrint Appliance system's configuration information to your management workstation. You can then send the information to OpenText Support using a method of your choice.
- 4** Click **OK** to complete the process.

10.10 Online Update

You can set a manual or automatic method to update the appliance.

NOTE: It is recommended to take the snapshot of the current configuration so that you can revert the snapshot in case of error.

Online Update (Automatic Update Schedule: X) This title shows which Schedule option is selected (represented by X).

Register Online Update Service: This dialog appears whenever the appliance is not registered with an update service. For example, the first time Online Update icon is clicked or when a service has been de-registered.

The appliance must be registered to receive online updates:

Service Type: Select the service type that the appliance will use to obtain online updates: a local Subscription Management Tool (SMT) or the MicroFocus Customer Center.

OpenText Customer Center

- ♦ **Email:** Your email address for registering the appliance to receive updates.
- ♦ **Activation Key:** This displays in your NCC Portal in the same dialog as your product license.
- ♦ **Allow Data send:** Select from the following options if you want to share information with the OpenText Customer Center:
 - ♦ **Hardware Profile:** Shares the hardware information.
 - ♦ **Optional Information:** Shares information such as host type, productversion, release, architecture, timezone, and processor.

Local SMT: This is a server from where you can download the software updates and automatically install them to update the product.

- ♦ **Hostname:** The hostname of the server from where you want the appliance to download software updates.
- ♦ **SSL cert URL (optional):** The path to the SSL certificate for encrypting communications with the server.
- ♦ **Namespace path (optional):** To enable the client to use the staging group, specify a value. Do not specify any value if you want to use the default production repositories.

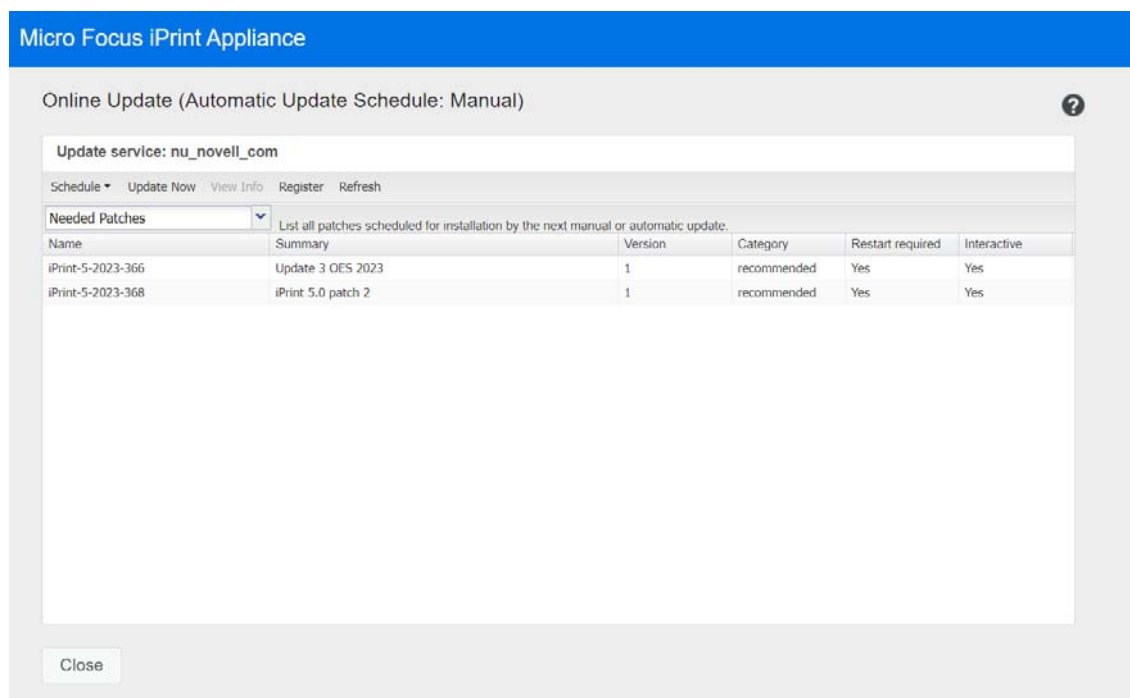
Update service: X After you register the appliance for an update service, the service name appears in this field (represented by X).

Patches drop-down:

- ♦ **Needed Patches:** Selecting this option lists that patches that will be installed during the next manual or automatic update.

If there have been any library changes in iPrint, SLES, OES (dependent library), eDir, and CAF patches, this list displays those patches. A sample list is shown in [Figure 10-1 on page 95](#).

Figure 10-1 Needed Patches List



- ♦ **Installed Patches:** Selecting this option lists all patches that have been previously installed.

Schedule drop-down: Click this to set a schedule for when the appliance will download updates.

- ♦ If you select **Manual**, the appliance immediately downloads all available patches.
- ♦ If you select **Daily**, **Weekly**, or **Monthly**, you must then choose to apply either **All Needed Patches** or **Security Patches Only**.
- ♦ For interactive patches, you must select the **Automatically agree with all license agreements** and **Automatically install all interactive patches** options.

Update Now tab: This is selectable only when the Patches drop-down is set to **Needed Patches**.

- ♦ After clicking the option, you must choose to apply either **All Needed Patches** or **Security Patches Only**.
- ♦ For interactive patches, you must select the **Automatically agree with all license agreements** and **Automatically install all interactive patches** options.

View Info tab: Clicking this displays information such as a brief summary of the patch and the bug fixes in the patch.

Register tab:

- ♦ Clicking this displays the appliance's registration status, and an option to **Deregister** the appliance.
- ♦ If you deregister the appliance, the installed patches are no longer available in the Online Update page. You need to register again to receive the updates.

Refresh tab: Clicking this refreshes the status of updates on the Appliance.

NOTE: You need to re-register the iPrint Appliance if you get a warning stating, "One of the installed patches affects the package manager itself...".

10.11 Shutting Down and Restarting iPrint Appliance

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Reboot** or **Shutdown**.

10.12 Signing Out of iPrint Appliance

- 1 In the upper-right corner of the Management Console page, next to the user name, click **Logout**.
On the Management Console page, along with the user name, **Home** and **Logout** links are available. The **Home** directs you to the iPrint Appliance main page, and the **Logout** signs out of the iPrint Appliance.

11 Managing Print System

In this section, you can manage the appliance through the iPrint Appliance Management Console and the configure the server to automatically update the Macintosh and Windows clients.

The iPrint Appliance Management Console allows you to add and manage printers, check the printer status, create printer maps, and monitor iPrint Appliance. To access the Management Console, on a Web browser, specify either the host name or the IP address. For example, <https://iprint.example.com:9443> or <https://10.0.0.1:9443>.

- ♦ [Section 11.1, “iPrint Appliance Configuration,” on page 97](#)
- ♦ [Section 11.2, “Appliance System Configuration,” on page 138](#)
- ♦ [Section 11.3, “iPrint Printer Configuration \(iManager\),” on page 139](#)
- ♦ [Section 11.4, “Auto Clearing a Printer Queue,” on page 182](#)
- ♦ [Section 11.5, “What’s Next,” on page 183](#)

11.1 iPrint Appliance Configuration

The iPrint Appliance Configuration page displays the following options:

- ♦ [Section 11.1.1, “Printers,” on page 98](#)
- ♦ [Section 11.1.2, “WalkUp Printers,” on page 101](#)
- ♦ [Section 11.1.3, “Manage Printers \(iManager\),” on page 106](#)
- ♦ [Section 11.1.4, “Printer Status,” on page 106](#)
- ♦ [Section 11.1.5, “Mobile,” on page 106](#)
- ♦ [Section 11.1.6, “Renderers,” on page 108](#)
- ♦ [Section 11.1.7, “Driver Store,” on page 109](#)
- ♦ [Section 11.1.8, “AirPrint,” on page 110](#)
- ♦ [Section 11.1.9, “Identity Source Configuration,” on page 110](#)
- ♦ [Section 11.1.10, “Advanced Authentication,” on page 127](#)
- ♦ [Section 11.1.11, “Certificate Management,” on page 129](#)
- ♦ [Section 11.1.12, “Printer Map \(iPrint Map Designer Tool\),” on page 133](#)
- ♦ [Section 11.1.13, “Backup,” on page 135](#)
- ♦ [Section 11.1.14, “Product Improvement,” on page 136](#)
- ♦ [Section 11.1.15, “License,” on page 137](#)
- ♦ [Section 11.1.16, “Settings,” on page 138](#)

11.1.1 Printers

The Printers page lists all printers currently managed by iPrint Appliance. You can enable a printer for AirPrint, Email printing, and IPP printing.

Advertising a Printer as AirPrint

- 1 Select a printer or printers, click the **AirPrint** drop-down menu, then click **Enable Advertising**.

Only Apple certified AirPrint printers are supported for AirPrint printing. On enabling the printer for AirPrint, the printer is advertized as an AirPrint-enabled printer.

Enabling Mobile Printing for a Printer

- 1 Select a printer or printers, click the **Mobile** drop-down menu, then click **Enable**.

On enabling the printer for mobile, you can print to that printer from your mobile devices.

Enabling Email Printing

Using email printing, you can print documents from any device capable of sending emails. You can print emails by specifying email printing commands in the subject line of the email. You can also print documents by emailing them to your printer as attachments. When configured for email printing, iPrint Appliance becomes a client to an email server.

To enable email printing, you must ensure to meet the following:

- ♦ Configure [global email settings](#)
- ♦ Email accounts are created and functional

After configuring the global email settings, do the following:

- 1 Select a printer or printers, click the **Email** drop-down menu, then click **Enable**.

On enabling the printer for email, you can print to that printer by using the email printing feature.

Enabling Private Email Printing

You can configure a printer for private email printing by providing a specific email address to each printer.

To enable private email printing, you must ensure to meet the following:

- ♦ Configure [global email settings](#)
- ♦ Email accounts are created and functional

To enable a private email address for the printer, do the following:

- 1 Select a printer, click the **Configure** drop-down menu, then click **Printer Email Settings**.
- 2 Specify the values as follows:

Account	<ul style="list-style-type: none">♦ Email Address: Specify the full email address of the mailbox to be polled for the print jobs. When an email-based job arrives, the print job is processed to the printer. For example, print@example.com.♦ Username: Specify the user name to be used by iPrint Appliance to log in to the email server to access the private printer email account. For example, iprint.♦ Password: Specify the password for iPrint Appliance to log in to the email server to access the private printer email account. NOTE: If you are providing Gmail ID, you must provide App Password (application specific password). For more information, see KM000014531.
Server	<ul style="list-style-type: none">♦ Incoming Mail Server: Specify the address of the incoming email server for the email account. For example, imap.example.com.♦ Incoming Mail Server Port: Specify the port of the incoming email server for the email account.♦ Outgoing Mail Server: Specify the address of the outgoing email server for the email account. For example, smtp.example.com.♦ Outgoing Mail Server Port: Specify the port of the outgoing email server for the email account.♦ Access Method: iPrint Appliance supports two different protocols to poll for incoming print jobs. Select POP or IMAP depending on the protocol your email server supports.

Caveats For Email Printing

- ♦ An email address used for a particular printer (per-printer email configuration) cannot be shared for any other printer or mobile service.
- ♦ Secure printers cannot be configured for email printing.

Editing a Printer

- 1 To view and modify the details of a printer, click the printer name.

Printer: norprinter14 ?

AirPrint™ Advertising: Not Applicable

Bonjour Service Name:

norprinter14

Address:

192.168.2.4

Geo-location:

Device Location:

Description:

☒ Web upload using iPrint Portal

☒ Visible to all users in iPrint Portal

Printer Status:

[iPrint Monitoring Page](#)

Manage Printer:

[iManager](#)

Manage Certificates:

[Digital Certificates](#)

Tags:

color

Reset

Save

2 You can modify the details as follows:

- ♦ **AirPrint Advertising:** An option is available to enable or disable AirPrint advertising. This option is displayed for only Apple certified AirPrint printers. For all other printers the message will be “Not Applicable”.
- ♦ **Bonjour Service Name:** Displays the name with which the printer will be advertised as AirPrint printer.
- ♦ **Address:** Displays the IP address or host name of the printer.
- ♦ **Geo-location:** (Optional) Geographical location of the printer.
- ♦ **Device Location:** (Optional) Local location of the printer.
- ♦ **Description:** (Optional) Specific description related to the printer.
- ♦ **Web upload using iPrint Portal:** This option enables the QuickPrint button in the iPrint Portal. Using any web browser, the user selects a file and prints. The user no longer requires client or driver installations.
- ♦ **Visible to all users in iPrint Portal:** By default, all printers are listed in iPrint Portal when a user is not logged in. If you want to hide some printers from the user who is not-logged in, then you can deselect this option.
- ♦ **Printer Status:** Displays the health monitoring GUI to monitor the printer status.
- ♦ **Manage Printer:** Displays the iManager GUI to manage the print environment.
- ♦ **Manage Certificates:** Displays the Certificates page. The certificates are managed from this location.
- ♦ **Tags:** Specify a label for the printer. Multiple printers can be grouped under same label. In the iPrint Portal, it will be easier for the users to find a specific set of printers. For example, if you specify a tag as Color Printer. In the iPrint Portal, a user can easily locate specific printers by selecting the Color Printer tag.

3 Click **Save**.

Printer Rename and Printer Refresh

You can rename a printer from the Printers page. Select a printer you want to rename, click the **Configure** menu, then click **Rename Printer**.

To refresh the printers list, click the **Refresh** button in the upper right of the Available Printers window.

Bulk Printer Creation Using a CSV File

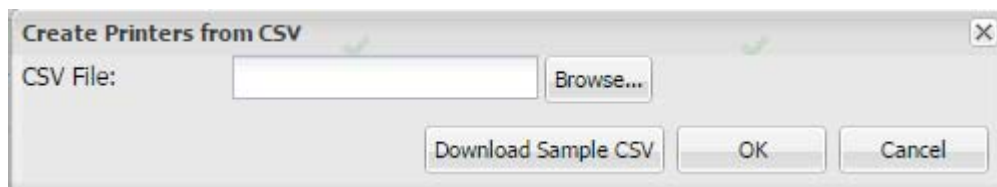
You can create multiple printers using a csv file. You can create or use the sample csv file, then upload the csv file into iPrint Appliance by clicking the **Bulk Printer Creation** button in the upper-right corner of the **Printers** Configuration page.

The csv file contains the following fields:

```
PrinterName,PrinterIP,Location,Description,Win95_98_Driver,Winnt_Driver,Wi  
n2k_Driver,Winxp_Driver,Linux_Driver,Mac_Driver,Vista32_Driver,Vista64_Dri  
ver,Win732_Driver,Win764_Driver,Win832_Driver,Win864_Driver,Win1032_Driver  
,Win1064_Driver,Enable DirectPrinting,Secure Printing,Enable Auditing,LPR/  
RAW,Raw Port
```

Uploading the CSV File

- 1 On a Web browser, specify either the host name or the IP address. For example, `https://10.0.0.1:9443` or `https://iprint.example.com:9443`.
- 2 Specify the **Username** and **Password**, then click **Log in**.
- 3 Click **Manage iPrint Appliance**.
- 4 Click **Printers**.
- 5 Click the **Bulk Printer Creation** button in the upper-right corner of the window.



- 5a To download the sample csv file, click **Download Sample CSV**.
- 6 Navigate to the .csv file, select it, then click **OK** to begin the printer import process.

For more information on the parameters in the csv file, see [Section 5.2.2, “Bulk Printer Import Using a CSV File,”](#) on page 38.

11.1.2 WalkUp Printers

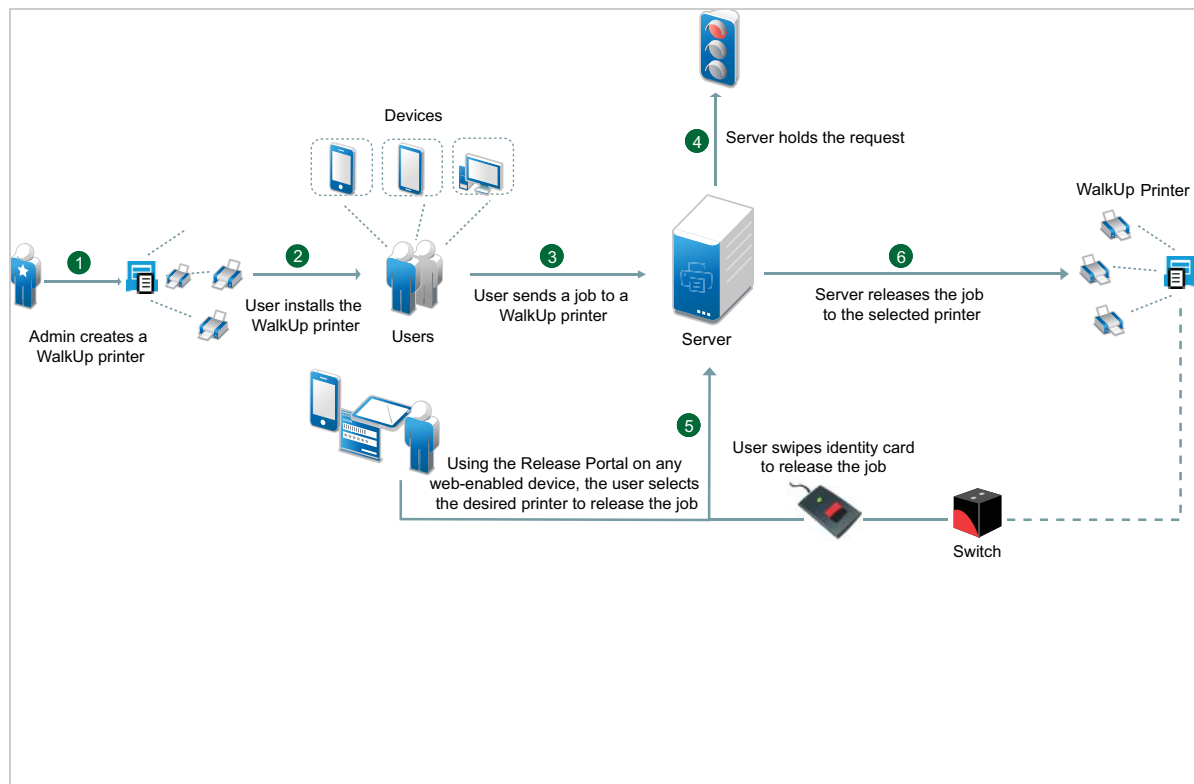
- ♦ [“Creating a WalkUp Printer” on page 103](#)
- ♦ [“Editing a WalkUp Printer” on page 103](#)
- ♦ [“Deleting a WalkUp Printer” on page 104](#)
- ♦ [“Enabling Mobile Printing for a WalkUp Printer” on page 104](#)

- ♦ “Modifying the Job Hold Time” on page 104
- ♦ “Caveats for Implementing WalkUp Printing” on page 104
- ♦ “Release Portal for Users” on page 105
- ♦ “Identity Card Release for Users” on page 105

WalkUp printer is a virtual print queue that includes group of physical printers. The print jobs sent to the WalkUp printer are put on hold by the iPrint Appliance server and released to a desirable printer. The jobs can be released using [identity cards](#) or [Release Portal](#).

You must associate drivers for printers when performing desktop printing.

Figure 11-1 WalkUp Flow



Prerequisites

- ♦ Ensure that the physical printers are available before creating a WalkUp printer.
- ♦ All the WalkUp jobs are stored on the secondary disk. Depending on the usage of the print service, decide the space required on the secondary disk.
- ♦ The users release the jobs by using a Release Portal or a mobile app. Ensure that the user is aware of the printer location and printer names.
- ♦ By default, only the WalkUp administrator and the users created in the iPrintAppliance container will have access to the WalkUp printer. To provide access to all the imported users or users in other containers use iManager.

In the Management Console, [WalkUp Printers](#) page, you can create, edit, and delete a WalkUp printer. You can modify the job hold duration for a printer and also enable it for Mobile printing.

Creating a WalkUp Printer

- 1 Under **Configuration**, click **WalkUp Printers**.
- 2 Click **New**.
- 3 Specify the name of the WalkUp (virtual) printer. This name will be exposed to the user when they install printers on their desktop or mobile devices.
- 4 (Optional) Specify description for the printer.
- 5 To enable mobile users to use this printer, select **Mobile Printing**.
- 6 By default, the **Web upload using iPrint Portal** option is enabled. This enables the QuickPrint feature in the iPrint Portal and user can print files using any web browser. The user no longer requires client or driver installations.
- 7 By default, the **Visible to all users in iPrint Portal** option is enabled. This option lists all the printers in iPrint Portal. If you want to hide some printers from the user who is not-logged in, then you can deselect this option.
- 8 From the list of printers, select the printers to group under the WalkUp printer. The jobs sent to the WalkUp printer will be put on hold and the user will have control to release those jobs to one of the grouped printer.
You must select at least one printer.
- 9 Click **Next**.
- 10 Assign platform-specific drivers for the WalkUp printer.
If Windows drivers are selected, then bi-directional communication can be set for the WalkUp printer.
10a Specify the IP Address or host name from the pool of the printer that you have selected for WalkUp.
- 11 Click **Finish**.
WalkUp printer object is created that includes group of printers. The jobs on hold can only be released to these printers.

Editing a WalkUp Printer

- 1 Under **Configuration**, click **WalkUp Printers**.
- 2 Click the printer name.
Displays the details of the printer and its drivers.
- 3 In the **Printer Details** tab, modify the details of the printer.
- 4 Click the **Drivers** tab, then reassign the drivers for the selected printers. You can also modify the IP address or host name for bi-di communication.
- 5 Click **Save**.
The modified settings are applicable to all jobs sent to the selected WalkUp printer.

Deleting a WalkUp Printer

Ensure all the jobs are completed before deleting the printer. On deleting this printer, all the held jobs will be automatically cancelled.

- 1 Under **Configuration**, click **WalkUp Printers**.
- 2 Select a printer or printers, then click **Delete**.

Enabling Mobile Printing for a WalkUp Printer

- 1 Under **Configuration**, click **WalkUp Printers**.
- 2 Select a printer or printers, click the **Mobile** drop-down menu, then click **Enable**.

Modifying the Job Hold Time

By default, the job is put on hold for four hours, after which the job will be cancelled. You can modify the time duration to put the job on hold as follows:

- 1 Under **Configuration**, click **WalkUp Printers**.
- 2 Click **Settings**.
- 3 Modify the duration to hold a job. This change is applicable only for the jobs put on hold after the setting is modified. The existing jobs will continue to be on hold as per the earlier set duration.

Caveats for Implementing WalkUp Printing

This section lists a few pointers for avoiding common WalkUp implementation problems.

- ♦ **Using iManager:** The following management tasks for the WalkUp printer are only managed by iManager:
 - ♦ Enable auto driver or profile update
 - ♦ Assign driver profiles
 - ♦ Set Access Control
 - ♦ Enable auditing
 - ♦ Delete held jobs
- ♦ **Using iPrint status (iPrint Health Monitoring page):** The following tasks of the WalkUp printers are monitored using the iPrint Health Monitoring tool:
 - ♦ Delete held jobs
 - ♦ Enable auditing
- ♦ **Job hold time:** By default, the job is put on hold for four hours, after which the job is cancelled. If a job is cancelled it is no longer available in the Release Portal. The job hold time can be modified from the Management Console. For more information, see [“Modifying the Job Hold Time” on page 104](#).
- ♦ **Insufficient balance when printing in PaperCut setup:** If the user prints in spite of having insufficient balance in his account, the job is canceled even though the Release Portal displays a success message.

Release Portal for Users

The iPrint Release Portal displays the jobs that are put on hold, the time the job was submitted to the WalkUp printer, and the expiry time of the job. By default, the job is put on hold for four hours, after which the job will be cancelled. If a job is canceled it is no longer available in the Release Portal.

To launch the Release Portal in a web browser, specify the Appliance server's address (<https://<Appliance_IPaddress or host_name>/user> or <https://<Appliance_IPaddress or host_name>:9443/release-portal>).

Printing a WalkUp Job

- 1 Using a web browser, specify the server address (https://<Appliance_IPaddress or host_name>/user) or (https://<Appliance_IPaddress or host_name>:9443/release-portal).
- 2 Specify the user authentication details.
On successful authentication, jobs are displayed.
- 3 Select the document, then click **Print**.
- 4 Select the printer, then click **OK**.
The document is printed by the selected printer.

Deleting a WalkUp Job

- 1 Using a web browser, specify the server address (https://<Appliance_IPaddress or host_name>/user) or (https://<Appliance_IPaddress or host_name>:9443/release-portal).
- 2 Specify the user authentication details.
On successful authentication, jobs are displayed.
- 3 Select the document or multiple documents, then click **Delete**.
The selected jobs are deleted and no longer available to print.

Identity Card Release for Users

A user can now print the WalkUp jobs by using their identity card. A card reader is placed adjacent to the printer and the user swipes his/her identity card to print the jobs. The held WalkUp jobs are printed using the user's identity card as follows:

- 1 The administrator configures the Ethernet 241 switch and card reader.
- 2 The card reader is attached to the printer.
- 3 The user prints to a WalkUp queue and job is put on hold.
- 4 The user swipes his/her identity card on the card reader.
- 5 The iPrint Appliance server validates the user credentials.
- 6 All the jobs in the WalkUp queue submitted by the user for that printer are printed.

iPrint Appliance works with RF IDEas Ethernet 241 devices. For more information on supported card types, see the [RF IDEas product page](#).

How to configure identity Cards for iPrint Appliance?

- 1 Configure the Card (Ethernet 241) devices as per the instructions of the vendor.
- 2 Launch the **Ethernet 241 Web portal** (<http://<ethernet241 device's IP>>)
 - 2a In **Server's** tab, specify the **Data Server IP** as the iPrint Appliance IP
 - 2b The **Data Server URI** as the iPrint Appliance's URL (<http://hostname or IP of iPrint Appliance>)
 - 2c In the **Data Server Str**, specify the exact value given below:

```
/iprint/users/  
release?csn=$1&mac=$2&luid=$3&seq=$4&ip=$5&devmac=$6&devip=$7&rdr=$  
8&fwver=$9
```
 - 2d Click on **Update** to configure the device with the iPrint Appliance details.
- 3 Launch the **iPrint Appliance Management Console**:
 - 3a In the Directory Servers page, select the directory server to use for Card Release.
 - 3b In the Server Information tab, select **Use Card Release for printing jobs** and provide the name of the attribute to which the value of the card is mapped. iPrint Appliance uses this attribute to authenticate the user when he/she swipes the card.

11.1.3 Manage Printers (iManager)

This page displays the iManager interface.

Using iManager, you can manage the print environment such as create printers, printer drivers, profiles, and users. You can also manage workstations. For more information, see [Section 11.3, "iPrint Printer Configuration \(iManager\)," on page 139](#).

11.1.4 Printer Status

This page displays a global view of your print system. The tool displays the current status of Printer Agents, and lets you configure settings and generate reports about your print system.

For more information about the iPrint Printer Status tool, see the [Micro Focus iPrint Appliance 4: Micro Focus iPrint Appliance Health Monitoring Guide](#).

11.1.5 Mobile

On the Mobile configuration page, you can configure default options for mobile printing and email printing.

Global Mobile Settings

Following are the default settings for all the printers when printing from the mobile app. When performing print, these settings can be modified for an individual printer.

Paper Size: Select **Letter** or **A4**.

Orientation: Select between **Landscape** or **Portrait** printing.

Enable Duplex Printing: Duplex printing allows printing on both the sides of a paper. Print devices without this capability can only print on a single side of paper (simplex printing).

Enable Color Printing: Color printing prints the documents in color, as opposed to monochrome (black and white) printing.

Global Email Settings

iPrint Appliance can be configured to accept print jobs through email messages and attachments. Using email printing, you can print documents from any device capable of sending emails. You can print emails by specifying email printing commands in the subject line of the email. You can also print documents by emailing them to your printer as attachments. When configured for email printing, iPrint Appliance becomes a client to an email server. Email account inbox is polled for incoming print jobs, which are routed to the intended printer.

Ensure email accounts are created and functional prior to their association with the iPrint Appliance.

Enable email-based printing: Select this option to enable email printing. A global email address is assigned for all the printers.

The following fields are used by iPrint Appliance to describe and access the global email account:

Email address: Specify the full email address for global print jobs. For example, print@example.com. Ensure to use an exclusive email account for iPrint Appliance. Do not use an existing email account.

iPrint Appliance polls the inbox of this email address looking for print jobs. When an email-based job arrives, the subject line is parsed to determine the printer to which the job is sent.

IMPORTANT: If an existing email account is used, the mails in that account might get deleted, auto-replied, and so on.

Account Username: Specify the user name for iPrint Appliance to log in to the email server to access the global email account. For example, iprint.

Account Password: Specify the password for iPrint Appliance to log in to the email server to access the global email account.

NOTE: ♦When you are modifying any global email settings, ensure to provide the account password. An error occurs if password is not provided.

- ♦ If you are providing Gmail ID, you must provide App Password (application specific password). For more information, see [KM000014531](#).
-

Incoming Mail Server: Specify the address of the incoming mail server for the email account. For example, imap.example.com.

Incoming Mail Server Port: Specify the port number of the incoming mail server for the email account. For more information, see [Section B.1, “Incoming Mail Server Parameters,” on page 247](#).

Incoming Server Type: iPrint Appliance supports POP and IMAP protocols to poll for incoming print jobs. Select POP or IMAP depending on the protocol that your email server supports.

Outgoing (SMTP) Mail Server: Specify the address of the outgoing mail server for the email account. For example, smtp.example.com. iPrint Appliance uses the SMTP protocol to send email back to users who submit email-based print jobs to report their job status. In order to support iPrint Appliance, the email server you select must support the SMTP protocol.

Outgoing (SMTP) Mail Server Port: Specify the port of the outgoing mail server for the email account. For more information, see [Section B.2, “Outgoing Mail Server Parameters,” on page 248](#).

Message body Printing: With email-based printing, attachments are always printed. This option allows the email message body to also be printed. It is enabled by default.

Polling Interval: Configures the interval (in seconds) at which emails are fetched from the mail servers.

IMPORTANT: When using email printing, the print command in the subject line might trigger spam filters. To avoid this issue, configure your email system to allow print-specific emails. Include the approved print users in the spam filter of your email system to prevent unwanted print requests.

You can also configure a printer for private email printing by providing a specific email address to each printer. For more information, see [“Enabling Private Email Printing” on page 98](#).

11.1.6 Renderers

The Renderers Configuration page allows you to download the remote renderer and also manage all the renderers. For more information about installing and configuring a remote renderer, see [Section 9.3, “Installing and Configuring a Remote Renderer,” on page 80](#).

On the Renderers page, you can perform the following actions:

- ♦ [“Add a Renderer” on page 108](#)
- ♦ [“Edit a Renderer” on page 109](#)
- ♦ [“Delete a Renderer” on page 109](#)
- ♦ [“Activate or Deactivate a Renderer” on page 109](#)

Add a Renderer

- 1 Under **Configuration**, click **Renderers**.
- 2 Click **New**.
- 3 In the **Renderer Host/IP address** box, specify the host name or IP address of the renderer system, then click **Connect**.
- 4 Under Options, specify a name for the renderer in the **Renderer Name** box.
- 5 Select the document formats you want the remote renderer to render.

NOTE: The **Build-in PDF renderer** is selected by default. If you want to use Adobe Acrobat, you must ensure that Adobe Acrobat Pro is installed on the renderer machine before selecting the **Adobe Acrobat** option. Similarly, if you want to enable the remote renderer to render Microsoft Office formats, you must ensure that Microsoft Office is installed on the renderer machine before selecting the **Office Support** option.

- 6 Choose the **Default Printer Driver**, then click **Register**.

Edit a Renderer

You can change a remote renderer's name, the document rendering options, and the default printer driver using the **Edit** feature on the Renderers page.

- 1 Under **Configuration**, click **Renderers**.
- 2 Select a renderer which you want to edit, then click **Edit**.
- 3 Modify the details, then click **Commit**.

Delete a Renderer

- 1 Under **Configuration**, click **Renderers**.
- 2 Select a renderer that you want to delete, then click **Delete**.

Deleting a renderer unregisters the renderer from the iPrint Appliance.

Activate or Deactivate a Renderer

- 1 Under **Configuration**, click **Renderers**.
- 2 Select a renderer that you want to activate, then click **Activate**.

The renderer is now in an active state.

If the renderer is in an Inactive state, it will not render any jobs. Deactivating a renderer does not unregister the renderer from the iPrint Appliance.

11.1.7 Driver Store

You can change the Drive Store post the initial configuration.

Changing from local to remote driver store or vice versa: After initial configuration, if you change the local driver store to remote driver store or vice versa, you must again set the default driver for the local renderer.

The Driver Store Configuration page contains the following options:

Local: Select this option to use the Driver Store of the local machine.

Remote: Select this option to change the location of the Remote Driver Store. Specify the **host name/Address**, Username (FDN format - for example, cn=admin,o=companyname), and the **Password** of the admin user for the remote server, then click **Save**.

11.1.8 AirPrint

AirPrint is a framework that facilitates driverless printing that allows users to send print jobs to AirPrint enabled printers. This page displays the status of the AirPrint service. You can start or stop the AirPrint service.

11.1.9 Identity Source Configuration

- ♦ [“Directory Servers” on page 110](#)
- ♦ [“Microsoft Identity” on page 123](#)

Directory Servers

To create an iPrint Appliance user account, you can synchronize initial user information from your network directory service (NetIQ eDirectory or Microsoft Active Directory service) after you have installed the iPrint Appliance software. Over time, you can continue to synchronize user information from the LDAP directory to your iPrint Appliance.

- ♦ [“Configuring an LDAP Server” on page 110](#)
- ♦ [“Deleting an LDAP Configuration” on page 115](#)
- ♦ [“Configuring Synchronization Schedule” on page 115](#)
- ♦ [“Securing LDAP Synchronization” on page 116](#)
- ♦ [“Managing Administration - Imported User as Administrator” on page 122](#)

IMPORTANT:

- ♦ iPrint Appliance performs one-way synchronization from the LDAP directory. If you change user information on iPrint Appliance, the changes are not synchronized back to your LDAP directory. It is recommended not to change the LDAP information for the synced user on iPrint Appliance.
 - ♦ iPrint Appliance does not support multi-value attributes. If your LDAP directory contains multi-value attributes, iPrint Appliance recognizes only the first attribute. For example, if your LDAP directory contains multiple email addresses for a given user, only the first email address is synchronized to iPrint Appliance.
 - ♦ LDAP import does not sync user passwords to iPrint Appliance. Authentication requests from the mobile app are redirected to the defined LDAP source. If a user password is changed on the LDAP source, you do not need to update the same password on iPrint Appliance.
 - ♦ The LDAP source IP or host name must be always active for iPrint Appliance to authenticate users.
-

Configuring an LDAP Server

You can configure multiple LDAP connections. You should never configure multiple LDAP connections to point to the same location on the same LDAP directory. If you need a failover solution, you should use a load balancer.

If your LDAP directory service requires a secure LDAP connection (LDAPS), see [“Securing LDAP Synchronization” on page 116](#) and then configure the LDAP server.

To configure an LDAP connection:

- 1 On the Directory Servers Configuration page, click **Add**.

or

To modify an existing LDAP connection, click the URL of the connection in the table.

IMPORTANT: When modifying an existing LDAP connection, do not modify the LDAP server URL. Doing so can lead to synchronized users being disabled or deleted.

- 2 On the New Directory Server page, specify the required information.

New Directory Server?

LDAP Server URL:

ldap://

Server hostname / IP address

389

Alias Name for URL (optional):

eg: MyDirectoryServer

User DN (Proxy User for Synchronizing Users and Groups):

eg: cn=admin,o=mycompany (or) cn=administrator,dc=mydomain

Password:

Directory Type:

Select a value

Unique Attribute for User or Group:

eg:GUID

Account Name Attribute:

eg:objectGUID

Attribute Mappings (syntax: InternalID=ExternalID):

firstName=gn
emailAddress=mails
lastName=sn
description=description

☒ Use Card Release for printing jobs

Enter the attribute that maps the user to the card

Enter the attribute that maps the user to the card (optional)

OK

Cancel

LDAP Server URL: In order to synchronize initial user information, iPrint Appliance must access an LDAP server where your directory service is running. You must provide the hostname of the server, using a URL with the following format:

`ldap://hostname`

If the LDAP server requires a secure SSL connection, use the following format:

`ldaps://hostname`

If the LDAP server is configured with a default port number (389 for non-secure connections or 636 for secure SSL connections), the port number is not required in the URL. If the LDAP server uses a different port number, use the following format for the LDAP URL:

```
ldap://hostname:port_number  
ldaps://hostname:port_number
```

If the LDAP server requires a secure SSL connection, additional setup is required. You must import the root certificate for your LDAP directory into the Java KeyStore (JVM Certificates) from **Directory Servers > Upload Certificate** on the iPrint server, before you configure iPrint Appliance for LDAP synchronization. After importing the certificate, you must restart the iPrint Appliance.

Alias Name for URL (Optional): You can specify an alternative name for the LDAP server instead of the IP or hostname.

User DN (Proxy User for Synchronizing Users and Groups) To sync users into iPrint Appliance, you must provide the user name and password of a user who has sufficient rights to access the user information on the LDAP server.

Directory Service	Required Rights
eDirectory	<ul style="list-style-type: none">◆ [All Attribute Rights] - Compare & Read◆ [Entry Rights] - Browse (on the container containing the users that need to be imported into iPrint)
Active Directory	<p>Any authenticated user can be used as the proxy user as long as there are no read restrictions in place on the Organizational Unit (OU) that contains the users.</p> <p>Required rights if OU read restrictions are in place:</p> <ul style="list-style-type: none">◆ Read (on the Organizational Unit containing the users that need to be imported into iPrint) <p>Ensure that This object & all descendant objects is selected in the Security tab under the advanced options</p>

In your LDAP directory tree, you must provide the fully qualified, comma-delimited user name, along with its context, in the format expected by your directory service.

Directory Service	Format for the User Name
eDirectory	<i>cn=username,ou=organizational_unit,o=organization</i>
Active Directory	<i>cn=username,cn=organizational_unit,dc=domain_component</i>

Password: Password for the User DN.

Directory Type: The directory type that you are connecting to. Select **eDirectory**, **Active Directory**, or **Other**.

Unique Attribute for User or Group: The LDAP attribute that uniquely identifies a user or group helps facilitate renaming and moving iPrint users and groups in the LDAP directory. If this attribute is not set and you rename or move a user in the LDAP source directory, iPrint Appliance assumes that the new name (or the new location of the same name) represents a new user rather than a modified user, and creates a new iPrint Appliance user.

For example, you have an iPrint user with a given name of William Jones. If William changes his name to Bill and you make that change in the LDAP directory, iPrint Appliance creates a new user named Bill Jones.

To ensure that iPrint Appliance modifies the existing user instead of creating a new user when the user is renamed or moved in the LDAP directory, you must specify the name of the LDAP attribute that uniquely identifies the user. For eDirectory, this value is `GUID`. For Active Directory, this value is `objectGUID`. This attribute always has a unique value that does not change when you rename or move a user in the LDAP directory. If you want to map users to a different attribute, you must ensure that the attribute that you use is a binary attribute. For example, the `cn` attribute cannot be used because it is not a binary attribute.

Account Name Attribute: This setting is used for two purposes:

- ♦ The value is used as the iPrint Appliance user name when the user is first provisioned from LDAP. The value of this attribute must be unique.
- ♦ During iPrint Appliance login, iPrint Appliance uses this attribute to locate the user in the LDAP directory, and then tries to authenticate as that user.

LDAP directories differ in the LDAP attribute used to identify a User object. Both eDirectory and Active Directory might use the `cn` (common name) attribute. A more sure alternative for Active Directory is to use the `sAMAccountName` attribute. Other LDAP directories might use the `uid` (unique ID) attribute, depending on the structure and configuration of the directory tree.

Consult with your directory administrator in order to determine the best attribute to use. In some cases where not all users are being imported successfully, you must set up two LDAP sources pointing to the same LDAP server and have each source use a different value for the **Account Name Attribute**. For example, set up one LDAP source and use `cn` as the **Account Name Attribute**, and then set up a separate source to the same LDAP server and use `sAMAccountName` as the **Account Name Attribute**.


In addition to the attributes already mentioned in this section, other LDAP attributes can be used for the **Account Name Attribute**, as long as the attribute is unique for each User object. For example, the `mail` LDAP attribute on User objects can be used to enable iPrint Appliance users to log in by using their email addresses.

Use Card Release for printing jobs: Select this option to release WalkUp jobs by using the identity cards.

Specify the attribute that maps the user to their identity card. When releasing the WalkUp job, iPrint Appliance maps this attribute to the one specified in the eDirectory or Active directory database and on receiving the user details, authenticates the user. On successful authentication, the jobs are released.

- 3 Click **OK**.
- 4 In the **Add Search Context**, select **Users** or **Groups**.

Import Users / Groups

Add Search Context For:  Users ▾

Base DN:

eg: ou=dept,o=comp (or) ou=dept,o=comp,dc=mydomain

Filter:

(&(!(objectClass=computer))((objectClass=Person)(objectClass=orgPerson)(objectClass=inetOrgPerson)))

☒ Search Subtree

Add

Cancel

OK

Cancel

Base DN: iPrint Appliance can find and synchronize initial user information from user or group objects located in one or more containers in the LDAP directory tree. A container under which user or group objects are located is called a base DN (distinguished name). The format you use to specify a base DN depends on your directory service.

When you synchronize user information into iPrint Appliance from a source LDAP directory service, the entire Base DN on the source is imported into iPrint Appliance. For example, if you sync the context o=users from an LDAP source, the same o=users context is created in iPrint Appliance.

Directory Service	Format for the User Container
eDirectory	<i>ou=organizational_unit,o=organization</i>
Active Directory	<i>cn=organizational_unit,dc=domain_component</i>

Container names cannot exceed 128 characters. If the container name exceeds 128 characters, users are not provisioned.

Filter: To import potential iPrint users, iPrint Appliance by default filters on the following LDAP directory object attributes:

- ◆ Person
- ◆ orgPerson
- ◆ inetOrgPerson

To import groups based on information in your LDAP directory, iPrint Appliance filters on the following LDAP directory object attributes:

- ◆ group
- ◆ groupOfNames
- ◆ groupOfUniqueNames

You can add attributes to the user or group filter list if necessary. You can use the following operators in the filter:

- ♦ | OR (the default)
- ♦ & AND
- ♦ ! NOT

You might find it convenient to create a group that consists of all the users that you want to set up in iPrint Appliance, regardless of where they are located in your LDAP directory. After you create the group, you can use the following filter to search for User objects that have the specified group membership attribute:

```
(groupMembership=cn=group_name,ou=organizational_unit,o=organization)
```

IMPORTANT: If you create a filter to search for a specific group to find users, users that are located in any sub-groups to that group are not synchronized.

When synchronizing against Active Directory, you can create a filter that synchronizes users in sub-groups by using the following rule object identifier (OID):

```
<attribute name>:<matching rule OID>:=<value>
```

Ensure that you include parentheses in your filter.

Directory Service	Filter to search for User objects
eDirectory	<code>(groupMembership=cn=group_name,ou=organizational_unit,o=organization)</code>
Active Directory	<code>(memberOf=cn=group_name,ou=organizational_unit,dc=domain_component)</code>

Search Subtree: Select whether you want iPrint Appliance to search for users or groups in containers below the base DN (that is, in subtrees).

- 5 Click **Add**. This adds the user or group.
 - 5a To add another user or group, click **Add Search Context**, then select **Users** or **Group**.
 - 5b Specify the **Base DN** and other details, then click **Add**.
- 6 Click **OK** to save the directory server configuration.

Deleting an LDAP Configuration

If you delete users that are synced from a particular LDAP source, you must delete the LDAP source connection then run an LDAP sync. When you delete an LDAP source, the users and groups from that context are deleted while the context itself is retained.

- 1 On the Directory Servers Configuration page, select the LDAP configuration that you want to delete, then click **Delete**.

Configuring Synchronization Schedule

When planning the schedule, take into account how often your LDAP directory user (and, optionally, group) information changes and the server resources required to perform the synchronization for the number of users (and, optionally, groups) that you have.

NOTE: Because the synchronization options apply to all LDAP configurations for the iPrint Appliance, you cannot have customized synchronization settings for each LDAP configuration.

- 1 On the Directory Servers Configuration page, click **Synchronization**.
- 2 Click **Schedule**.
 - 2a Select whether to run the LDAP synchronization every day, or on specific days of the week. You can also perform a sync once a day at a specified time, or multiple times each day.
 - 2b Click **Save**.

To synchronize users and groups immediately, click **Synchronize Now**. The summary of users/groups that are synchronized is available in the **Results** section.

Securing LDAP Synchronization

If your LDAP directory service requires a secure LDAP connection (LDAPS), you must configure iPrint Appliance with a root certificate. The root certificate identifies the root certificate authority (CA) for your appliance, which enables you to export a self-signed root certificate based on your eDirectory or Active Directory tree.

- ♦ [“Exporting a Root Certificate” on page 116](#)
- ♦ [“Importing the Root Certificate into the Java Keystore” on page 122](#)

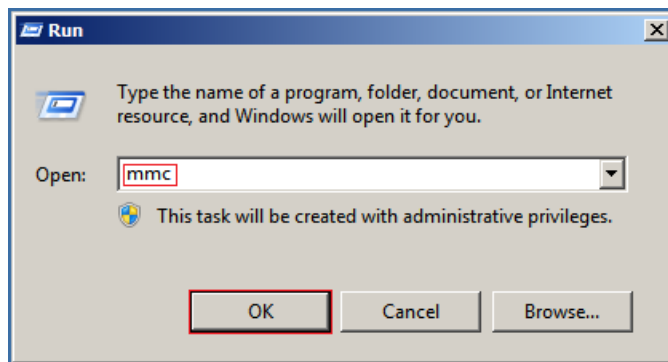
Exporting a Root Certificate

Exporting a Root Certificate for eDirectory

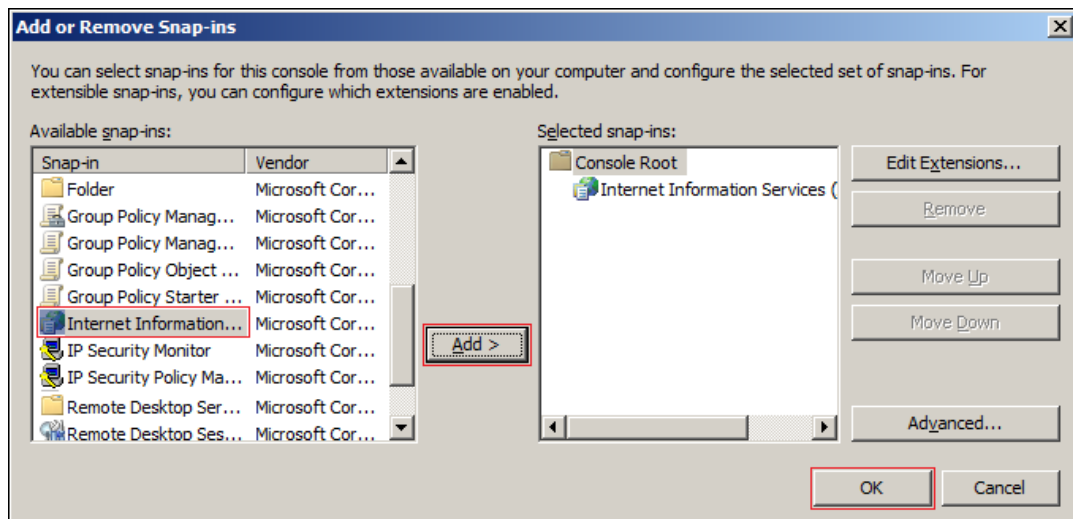
- 1 Launch and log in to iManager for your tree.
- 2 Click **Directory Administration**.
- 3 Click **Modify Object**.
- 4 Click the magnifying glass icon to browse to and select the “*Tree Name CA*” object in the Security container of the eDirectory tree.
- 5 Click **OK**.
- 6 Click the **Certificates** tab.
- 7 Select the check box for the root certificate (this is not the certificate titled **Self Signed Certificate**, but rather the root certificate), then click **Validate**.
- 8 Select the check box for the root certificate, then click **Export**.
- 9 Deselect **Export private key**, then click **Next**.
- 10 Click **Save the exported certificate**, then select **File in binary DER format**.
- 11 Save the file to a location where it can be accessed later and with a file name that you can remember, such as `SelfSignCert.der`.
- 12 Click **Close > OK**.
- 13 Continue with [“Importing the Root Certificate into the Java Keystore” on page 122](#).

Exporting the Root Certificate for Active Directory

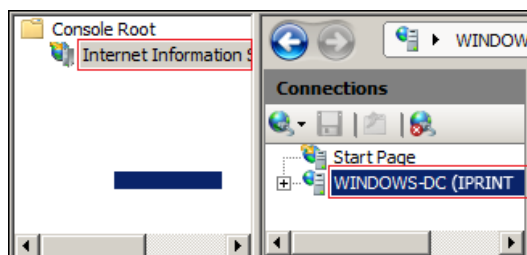
- 1 On the Windows server, click **Start > Run**, then enter `mmc`.



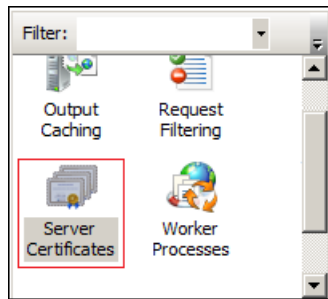
- 2 In MMC, type Ctrl+M.
- 3 If the **Internet Information Services (IIS) Manager** snap-in is not installed on your Windows server, install it.
- 4 With IIS selected, click **Add**, then click **OK**.



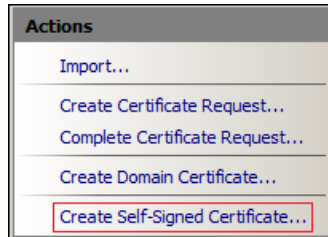
- 5 In the left frame, click **Internet Information Services**, then click a Windows server that iPrint Appliance can connect to for synchronizing users.



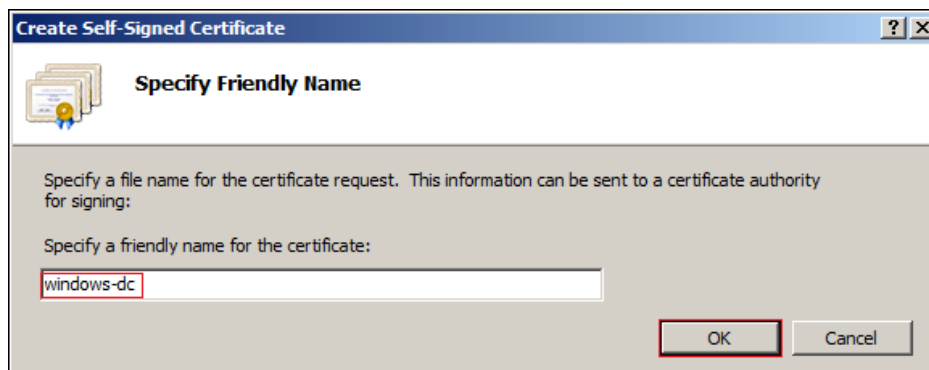
- 6 In the Filter list, scroll down to **Server Certificates** and double-click the icon.



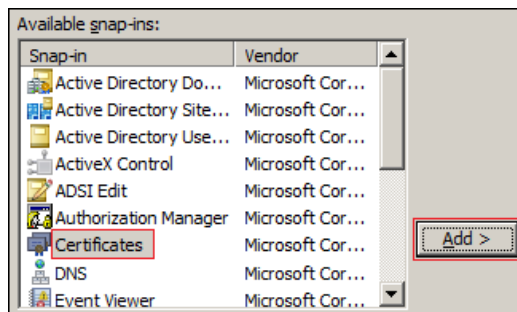
7 In the **Actions** list, click **Create Self-Signed Certificate**.



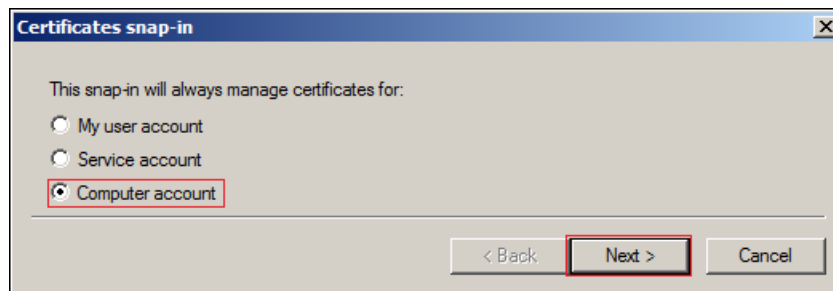
8 Name the certificate with a name you can remember, such as the server name, then click **OK**.



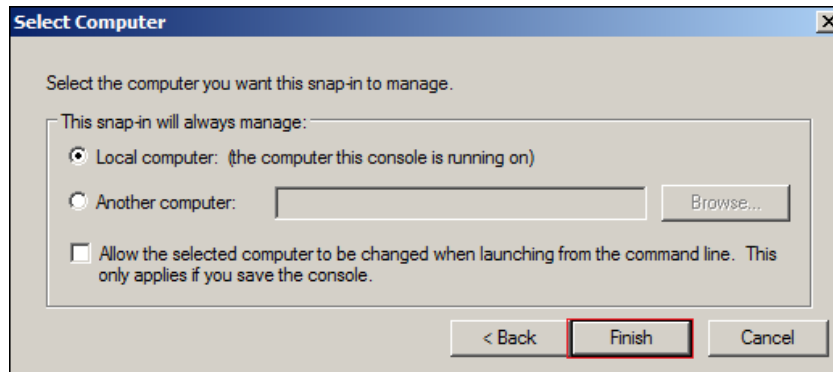
9 Type **Ctrl+M**, select the **Certificates** plug-in, then click **Add**.



10 Select **Computer account**, then click **Next**.

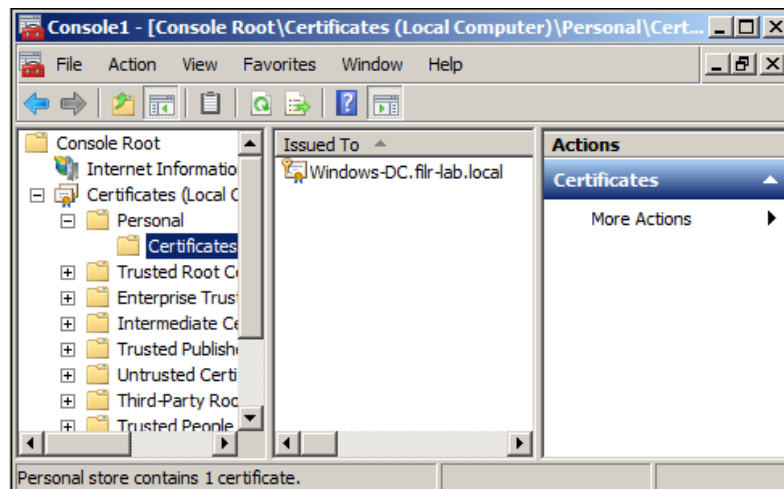


11 Click **Finish**.

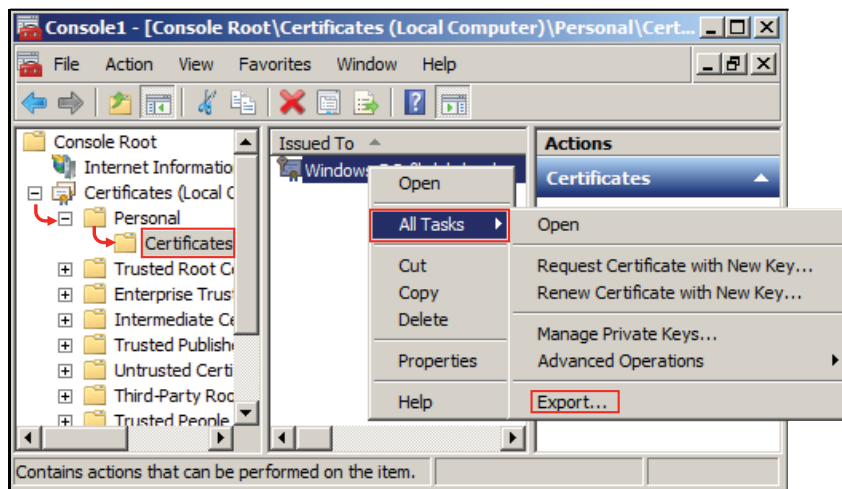


12 In the Snap-ins dialog, click **OK**.

13 In MMC, expand the **Certificates** plug-in, expand **Personal**, then click **Certificates**.



14 Right-click the certificate you created, select **All Tasks**, then click **Export....**



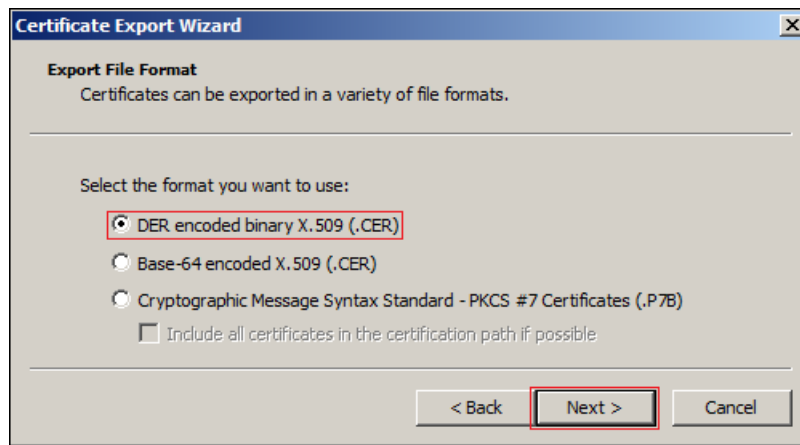
15 In the Certificate Export wizard, click **Next**.



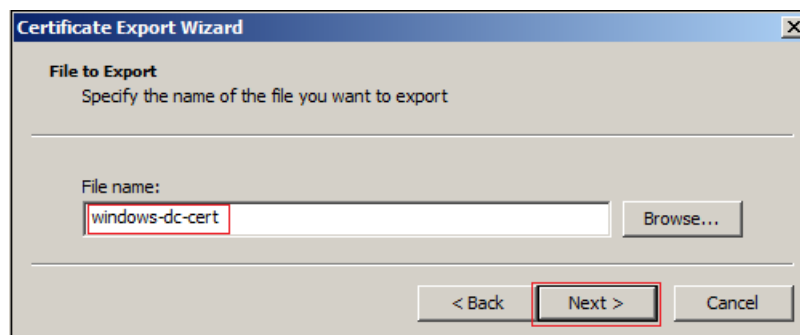
16 Ensure that **No, do not export the private key** is selected, then click **Next**.



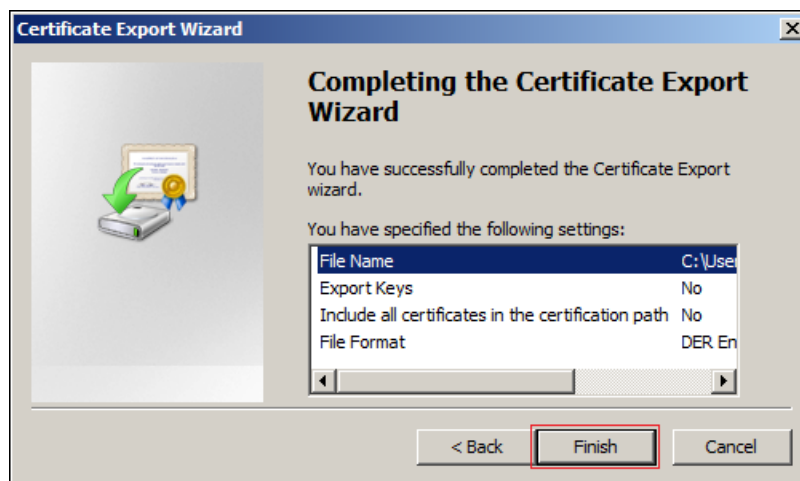
17 Ensure that **DER encoded binary** is selected, then click **Next**.



- 18 Name the certificate, then click **Next**.



- 19 Click **Finish > OK**.



The certificate is saved in `C:\Users\Your-User-Name`.

- 20 Ensure that the certificate is accessible from your management browser.
- 21 Continue with [“Importing the Root Certificate into the Java Keystore”](#) on page 122.

Importing the Root Certificate into the Java Keystore

- 1 On a Web browser, use either the host name or the IP address to access the **Management Console**. For example, <https://iprint.example.com:9443>.
- 2 Click **Manage iPrint Appliance**.
- 3 Go to **Configuration > Identity Sources > Directory Servers** and click **Upload Certificate**.
- 4 Drag and drop the root certificate for your LDAP directory.
- 5 Click **Upload** to import the root certificate into the Java KeyStore (JVM Certificates).
- 6 Restart iPrint Appliance so that Tomcat rereads the updated Java keystore file.

You can restart the iPrint Appliance service as described in [Section 10.4, “System Services,” on page 91](#).

You are now ready to configure iPrint Appliance for secure LDAP synchronization, as described in [“Configuring an LDAP Server” on page 110](#).

Managing Administration - Imported User as Administrator

Active Directory and eDirectory imported users can manage the iPrint Appliance server using Administrator rights.

NOTE: Only built-in administrators (`root` or `vaadmin`) can add or remove administrator rights for an imported user.

To add Administrator rights:

- 1 On a Web browser, use either the host name or the IP address to access the **Management Console**. For example, <https://iprint.example.com:9443>.
- 2 Specify `vaadmin` or `root` as the user name.
- 3 Specify the password, then click **Log in**.
- 4 Navigate to the iPrint Appliance Configuration Console (https://appliance_ip_or_dns:9443) as `vaadmin` or `root` user.
- 5 Click **Manage iPrint Appliance**.
- 6 Go to **Configuration > Identity Sources > Directory Servers** and click **Administrators**.

The screenshot shows the 'Identity Source Configuration' web interface. At the top, there are tabs for 'Directory Servers' and 'Microsoft Identity'. Below these, there are buttons for 'Add', 'Delete', 'Synchronization', 'Upload certificate', and 'Administrators'. The 'Administrators' tab is selected. Under this tab, there is a section titled 'Manage administrators'. It includes a text input field for 'User DN (Directory user to be made iPrint Administrator)' with a placeholder example: 'eg: cn=admin,o=mycompany [or] cn=administrator,dc=mydomain'. Below this is a button labeled 'Add as administrator'. At the bottom, there is a table with two columns: 'User Name' and 'FQDN'. The table contains one entry: 'imported_user' with the FQDN 'CN=imported_user, OU=mycompany, DC=mydomain'. There is a 'Remove' button next to this entry.

User Name	FQDN
<input type="checkbox"/> imported_user	CN=imported_user, OU=mycompany, DC=mydomain

- 7 Specify the user details. For example, cn=admin, o=mycompany (or) cn=administrator, dc=mydomain.
- 8 Click **Add as administrator** to assign administrator rights to specified user.

To remove the assigned Administration rights:

- 1 Select the **User Name** that you want to remove.
- 2 Click **Remove**.
A confirmation message is displayed.
- 3 Click **Confirm** to remove the selected username(s).

Microsoft Identity

iPrint users can now be authenticated by using Microsoft Identity platform for secure iPrint printers. This functionality is available with Desktop printing, QuickPrint, and Release Portal. The iPrint server performs the authorization of the printers for the users.

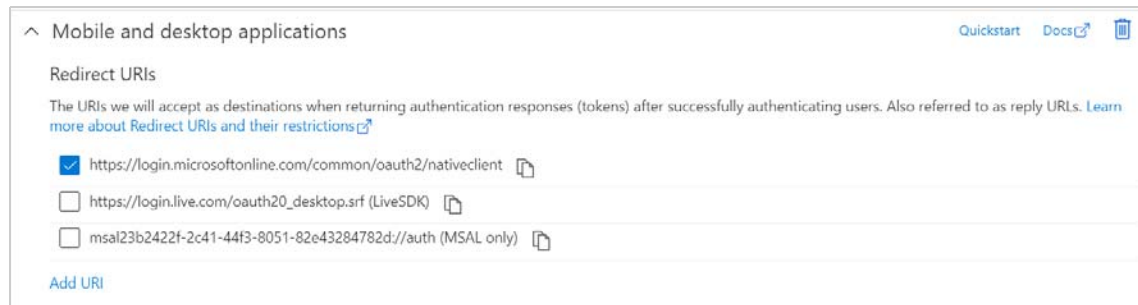
Prerequisites For Accessing an Application on Microsoft Azure Portal

Register iPrint Appliance on Microsoft AzureAD portal. On registration, a user is provided with an option to login to the registered application using Azure AD. To register the application:

- 1 Login to the Microsoft Azure portal and register an Application for iPrint.
- 2 Enter *iPrint Appliance* as the name of application you want to register.

- 3 Enter the URL of iPrint server in the **Authentication** section under **Manage**. The URL format has to be `https://<ip address-or-fqdn-of-iPrint-server>//iprintauth/aad/login`.

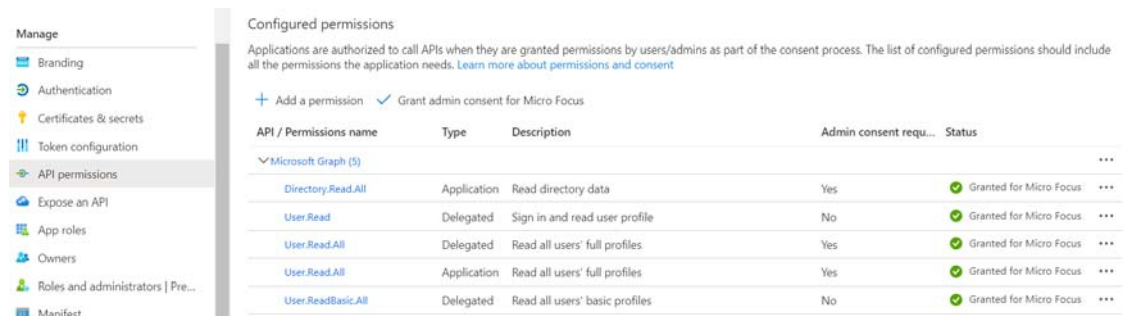
- 4 Select the native client URL under the **Mobile and Desktop Applications** in the **Authentication** section.



- 5 Create a new **Client Secret** in the **Certificates & secrets** section and securely save a copy of it immediately after creation since it would not be readable later on.



- 6 Configure the API permissions as listed below and **Grant Admin Consent** for all the permissions in the **API Permissions** section.



- 7 Configure the API Scope in the **Expose an API** section by adding a new scope with the following details:

Add a scope

Scope name * ⓘ

user_impersonation ✓

api://23b2422f-2c41-44f3-8051-82e43284782d/user_impersonation

Who can consent? ⓘ

Admins and users Admins only

Admin consent display name * ⓘ

user_obo ✓

Admin consent description * ⓘ

Enter the description ✓

User consent display name ⓘ

e.g. Read your files

User consent description ⓘ

e.g. Allows the app to read your files.

State ⓘ

Enabled Disabled

Add scope

Cancel

- 8 Configure/Update the highlighted attribute-value pairs in the **Manifest** section:



9 Capture the following attributes from the registered application (sample values are listed below):

- ◆ Directory (tenant) ID: For example, ed917242-d3f9-4b1a-af55-c45ba76bdec
- ◆ Application (client) ID: For example, 23b2422f-2c41-44f3-8051-82e43284782d
- ◆ Client Secret: For example, a8s_FBZI1KOiDBFej_Etr
- ◆ API Scope: For example, api://23b2422f-2c41-44f3-8051-82e43284782d/user_impersonation

10 Create a group called IPRINT_ACCESS_GROUP and add the AzureAD Users/Groups to the group.

Microsoft Identity Configuration in iPrint Management Console

To configure iPrint Server:

- 1 Login to iPrint Appliance
- 2 Go to **Configuration > Identity Sources > Microsoft Identity**.
- 3 Enter the the Azure AD Application details obtained on registering the application.

Option, Field, or Button	Information and/or Action
Directory (tenant) ID	Specify the unique identifier generated for iPrint in the Azure AD portal.
Application (client) ID	Specify the identifier that is set up as an application in the directory instance.
Client Secret	Specify the secret key value that will be used when communicating with Azure AD server.
API Scope	Specify the scope, so you can provide permission-based access to iPrint resources to authorized users and client apps that access your API.
Save	Click this to save your changes.
Delete	Click this to delete configured Azure server.

Configuring Printer ACLs

You can create a new Secure Printer or configure an existing printer with the required ACLs by adding the AzureAD users or groups by using iManager:

To configure Printer ACLs:

- 1 Navigate to the **Manage Printer** tab in the **iPrint** section of **iManager**.
- 2 Select a **Secure Printer** and go to the **External** tab under the **Access Control** tab.
- 3 Click **Add**.
- 4 Select the **User** option and enter the search criteria. For example, the first name of the user.
- 5 Add the required users and/or group(s).
- 6 Click **Apply**.

11.1.10 Advanced Authentication

iPrint Appliance supports Advanced Authentication for the users releasing the WalkUp jobs. iPrint Appliance uses only Card or combination of a Card and a Smartphone for multi-factor authentication. The Smartphone method is used for authentication through your Smartphone that uses an app to perform the out-of-band authentication. The authentication method must be in order of Card and Smartphone. We do not support only Smartphone or changing the order to Smartphone and Card.

For more information about using the Advanced Authentication Framework, see the [Advanced Authentication - Administration](#) documentation website.

The following steps describe the authentication flow for Card and a Smartphone authentication:

- 1 To release a print job, when a user swipes the identity card, the authentication request is initiated and iPrint Appliance contacts the Advanced Authentication server.
- 2 The Advanced Authentication server validates the user's card data.
- 3 After validating the data, the Advanced Authentication server sends a push message to the user's Smartphone to inform that an authentication request has been initiated.
- 4 When the user opens the Smartphone app, the app reaches the Advanced Authentication server to validate if there is an authentication needed. The authentication is indicated by the **Accept** and **Reject** options. The user's selection is then sent to the server.
- 5 The server validates the authentication and iPrint Appliance releases all the print jobs of the user for that printer.

Prerequisites

- ♦ Ensure that the iPrint Appliance users are available in the Advanced Authentication server. If the users are not available on both the servers, authentication will fail.
- ♦ Configure the Advanced Authentication server with the following:
 - Authentication Chain with the authentication method as Card and Smartphone or only Card
 - Authentication Event with the event type as Generic
 - Endpoint with type as Other

NOTE: Ensure that a Owner is not set for the Endpoint that is configured for the iPrint Appliance.

- Endpoint ID and Endpoint Secret should be available before configuring Advanced Authentication in the iPrint Management Console

Configuring Advanced Authentication

Ensure all the prerequisites are met before configuring Advanced Authentication in the iPrint Management Console.

Configure Advanced Authentication ?

☒ Enable Advanced Authentication

Advanced Authentication support is enabled for iPrint users when WalkUp jobs are released with identity cards. Specify the details that you created in the Advanced Authentication Administrative Portal.

Advanced Authentication Server Address :

Event Name :

EndPoint Name :

EndPoint ID :

EndPoint Secret :

Save

Reset

Enable Advanced Authentication: Select this to enable advanced authentication for iPrint users when releasing the WalkUp jobs by using their identity cards.

Option, Field, or Button	Information and/or Action
Advanced Authentication Server Address	The hostname or IP address of the Advanced Authentication server that you want to use for authentication.
Event Name	Specify the name that you created in the Advanced Authentication Administrative Portal. If inaccurate name is provided, the users will be unable to release their WalkUp jobs.
Endpoint Name	Specify the name that you created in the Advanced Authentication Administrative Portal.
Endpoint ID	Specify the value that is automatically generated when you use the Advanced Authentication Administrative Portal to create a Endpoint. You can copy the ID from the portal and paste it here.
Endpoint Secret	Specify the value that is automatically generated when you use the Advanced Authentication Administrative Portal to create a Endpoint. You can copy the secret key from the portal and paste it here.
Save	Click this to save your changes.
Reset	Click this to clear the changes you have made.

11.1.11 Certificate Management

The **Certificates** page displays details of self-signed certificates. You can also manage the third party certificate. A work flow is available for renewing the certificates on expiry. Certificate Management helps you to upload the CA signed certificates and apply them to all the relevant services used by iPrint Appliance.

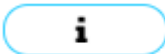
OpenText iPrint Appliance ships with a self-signed server certificate. You can choose to use the self-signed certificate or use a trusted third party certificate. All the inbound and outbound communications to the iPrint Appliance uses server certificate. The server certificate works for both iPrint Appliance and the iPrint remote renderer (ports 9443 and 8443).

All certificates that are included with the IBM Java package that is bundled with the version of SLES that iPrint Appliance ships with, are installed when you install iPrint Appliance.

- ♦ [“Generating a Certificate Signing Request” on page 130](#)
- ♦ [“Additional Options” on page 132](#)
- ♦ [“Certificate Expiry” on page 133](#)

Terminology

Server Certificate: This is a certificate that is used for all secure communications with iPrint Appliance. You can either use the self-signed certificate or trusted CA signed certificate (or third party certificate). iPrint Appliance supports the certificates in .crt, .cer, .der, .pem, .p12, or .pfx format.

- ♦ **Self-signed Certificate:** This is the default certificate (self-signed_cert) that is shipped with iPrint Appliance. The validity of the certificate is two years. To view details of the self-signed certificate, click .
- ♦ **Trusted CA Signed Certificate:** You can use trusted server certificate that is signed by a trusted certificate authority (CA) such as VeriSign or Equifax, instead of the default self-signed certificate. Click **Options** to generate Certificate Signing Request (CSR) or Upload certificates that are received from CA.

IMPORTANT: Ensure that the CN name of the third party certificate matches the hostname of the Appliance. If not, then you need to reinstall the Appliance with the hostname that matches the CN of the certificate.

Private Key: This key is generated when creating CSR.

Chain Certificate: The chain certificate is a list of SSL certificates, from the root certificate to the end-user certificate. Ensure all the chain certificates are available.

Generating a Certificate Signing Request

To request for a third party certificate, you must have a Certificate Signing Request (CSR). On generating a CSR, send it to a Certification Authority (CA). The CA authority provides a digital certificate that must be uploaded through the iPrint Appliance.


To generate a CSR, do the following:

- 1 Click **Options** adjacent to **Trusted CA Signed Certificate**.
- 2 Click **Generate Certificate Signing request (CSR)**.
- 3 Specify the following information:
 - Common Name (CN):** This is auto-populated with the appliance's hostname. If the appliance is configured with transferable DNS, the CN should match the Print Manager DNS name mentioned in Print Manager configuration file or the name specified during the initial configuration of appliance. Else the print service will be down.
 - Organization (O):** (Optional) Large organization name. For example, OpenText, Inc.
 - Organizational Unit (OU):** (Optional) Small organization name, such as a department or division. For example, Purchasing.
 - Two-letter Country Code (C):** (Optional) Two-letter country code. For example, US
 - State or Province (ST):** (Optional) State or province name. For example, Utah.
 - City or Locality (L):** (Optional) City name. For example, Provo.
 - Key Size:** Select the desired algorithm and key size.
- 4 Click **Generate**.


Certificate Signing Request generated.

Subject: CN=blr8-110-143.labs.blr.novell.com


Download and submit the CSR to a Certification Authority.

 Download


Download the key file. Keep it safe and do not share the key file with anyone.

 Download

Upload the CA Signed certificates.

 Upload

Delete the generated CSR.

 Delete

This generates the CSR file. You can delete the file, if you need a new CSR.

- 5 To download the **CSR** and **Key** file, click **Download**.

Send the CSR to a certificate authority (CA). The CA takes the CSR and generates an official certificate based on the information in the CSR. The CA then mails the new certificate and chain certificates back to you.

6 Click **Upload** to import the CA reply to the iPrint Appliance.

or

1. If you have not generated the CSR from iPrint Appliance, then to import the certificates click **Trusted CA Signed Certificate > Options > Upload Certificates**.

The screenshot shows the 'Certificate Management' section of a web interface. It includes a 'Validity of Self Signed Certificate' field with the date '04 Sep 2019 14:49:36' and an information icon. Below this, the 'Trusted CA Signed Certificate' section is active, showing an 'Options' button. Two buttons are visible: 'Generate Certificate Signing Request (CSR)' and 'Upload Certificates'.

2. To apply the certificate, drag and drop the Key file and all the files received from the CA. Specify the Passphrase and click **Upload**.


The screenshot shows a dialog box for uploading certificates. It contains three file input fields with the following filenames: 'DigiCertCA.der', 'star_apac_novell_com.der', and 'vaserver.key'. Below these fields is a 'Passphrase:' label with a red asterisk and an empty text input field. At the bottom of the dialog are two buttons: 'Upload' and 'Cancel'.

7 Click **OK** to apply the certificates. The session expires due to restart of services, you must relogin to the appliance.

The screenshot shows a 'Confirm!' dialog box with a blue header. The main text reads: 'On importing the certificates, the following services will automatically restart:'. Below this is a numbered list: '1. novell-iprint-mobile', '2. novell-jetty', and '3. apache2'. The text 'Do you want to continue?' follows, along with a note: 'Note: Restarting the services causes the session to expire. Refresh the browser and relogin.' At the bottom right are 'OK' and 'Cancel' buttons.

8 The Certificates tab displays the active certificate.

Update Chain
Download
Delete



Active Certificate: *.apac.novell.com
Subject : CN=digitalairlines.example.com,OU=Marketing,O=Micro Focus,L=Newbury,ST=Berkshire,C=UK
Issuer : CN=DigiCert SHA2 High Assurance Server CA, OU=www.digicert.com, O=DigiCert Inc, C=UK
Serial Number : 14944990746025615730149085944881015206
Valid From : 27 Jun 2017 00:00:00
Valid Till : 04 Jun 2018 12:00:00


Chain Certificates

DigiCert SHA2 High Assurance Server CA

Subject : CN=DigiCert SHA2 High Assurance Server CA, OU=www.digicert.com, O=DigiCert Inc, C=UK
Issuer : CN=DigiCert High Assurance EV Root CA, OU=www.digicert.com, O=DigiCert Inc, C=UK
Serial Number : 6489877074546166222510380951761917343
Valid From : 22 Oct 2013 12:00:00
Valid Till : 22 Oct 2028 12:00:00

- 9 (Conditional) If you need to update the chain certificates for the active certificate, click **Update Chain** and upload the chain certificates.
- 10 (Conditional) If you want to apply the certificate to another iPrint appliance, click **Download**. The downloaded file is in .p12 format. When you upload this certificate (.p12 format) to another appliance, you must specify the passphrase as `changeit`.
- 11 (Conditional) If you delete the third party certificate, a new self-signed certificate is generated and applied to the appliance.

Additional Options

The Certificate Management screen displays options  to repair the certificates, upload new certificates, and create a CSR.

- ♦ **Repair:** Repairs any issues with the certificates.

Repairing Certificates

On successful repair of certificates, the following services might automatically restart:

1. novell-iprint-mobile
2. novell-jetty
3. apache2

Do you want to continue?

Note: Restarting the services causes the session to expire. Refresh the browser and relogin.

OK

Cancel

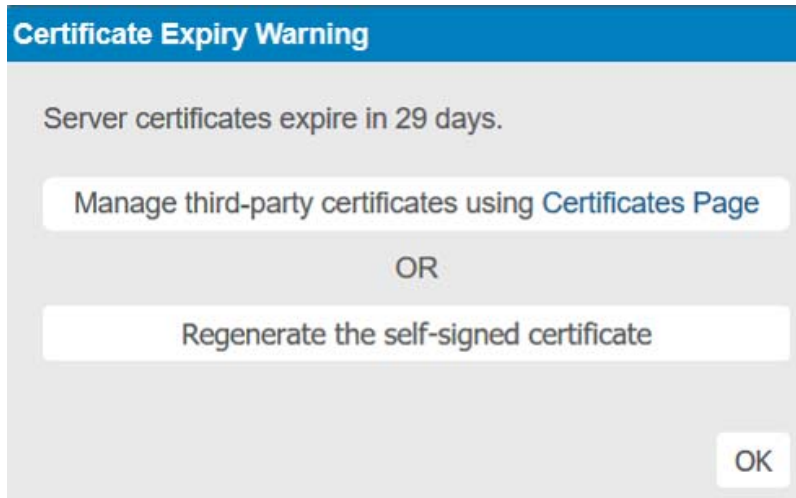
Click **OK** to repair the certificates. If certificates are repaired, then the session expires due to restart of services, you must relogin to the appliance.

- ♦ **Upload Certificates:** The uploaded certificate will overwrite the existing active certificate.
- ♦ **Certificate request:** Provides options to create a new CSR, download the CSR, or delete the CSR.

Certificate Expiry

When there are 30 days left for expiry of the self-signed or third party certificate, a warning message displays number of pending days for expiry.

IMPORTANT: On expiry of the certificate, iPrint server starts to display warnings and all the print functionality might not be available.



Click **Regenerate the self-signed certificate** to renew the self-signed certificate.

Click **Manage third-party certificates using Certificates page** to upload the third party certificate.

NOTE: For detailed information, see [TID 7016720: How to renew server certificates with iPrint Appliance 1.x, 2.x, 3.x, 4.x](#).

11.1.12 Printer Map (iPrint Map Designer Tool)

You can create a printer map using the iPrint Map Designer tool or [HTML pages](#).

Use the iPrint Map Designer tool to create a map showing printer locations. The tool lets you import floor plans as background images that can be used to drag and drop printers onto actual locations. These maps are then published on a Web server, so users can install printers that are closest to their location.

The iPrint map pages now display browser-specific user instructions during printer installation. If you have upgraded to iPrint Client 6.0.0 or later for Windows, it is recommended that you recreate your map pages.

After the map is created, you must use the iPrint Map Designer to modify or update it. Changes to a map file that are made outside of the iPrint Map Designer are not supported. If you need to add links to a map, you should create a frameset file and then display the map file in one frame and display your links in a different frame.

Prerequisites

- ❑ Windows 10/8.1/8/7/Vista operating systems
- ❑ Microsoft Internet Explorer 6.0 or later (run as administrator)
- ❑ OpenText iPrint Client installed on the workstation
- ❑ All of the background images (maps) are copied to the `/var/opt/novell/iprint/htdocs/images/maps` folder on the iPrint Appliance server.

You can use JPEG, GIF, and BMP images for backgrounds and printer icon images. These files are detected by iPrint Map Designer at startup. A default set of printer icons are included.
- ❑ All of the custom printer icons are copied to the `/var/opt/novell/iprint/htdocs/images/printers` folder on the iPrint Appliance server.

Creating a Printer Map

- 1 To launch the iPrint Map Designer tool, go to `https://server_address/maptool.htm` in Internet Explorer, where `server_address` is the server's IP address or host name of the server where the iPrint Manager is running.
- 2 Select a map from the **Background image** drop-down list.
- 3 Add a printer to the map:
 - 3a From the **Printer image** field, select the type of printer and icon size you want.

Sizes range from 1 to 6, with 1 being the largest. Icons with a C indicate color printers.
 - 3b Click the **Printer** icon and drag the printer to the desired location on the map.
 - 3c Select a printer from the **Printer list**.

Next to the **Printer list** field, click the **Browse** icon and specify the IP address or host name of the server where the Print Manager is running.
 - 3d From the **Printer list**, select the printer that you want to associate with the printer icon.

On selection of the printer, the **Printer agent** and **Print Manager** information is populated. By default, Mouse over text displays the Printer Agent's name.

You can add printers from different Print Managers to the same map. Click the **Browse** icon adjacent to the **Printer list** field, specify the IP address or host name of the server where the Print Manager is running.
 - 3e (Optional) In the **Printer Caption** field, specify the title for the printer.
 - 3f (Optional) From the menu bar, click **Edit > Font** to change the base font, color, and size for text on the map.
- 4 Click **File > Save As** to save the map in an HTML format. For example, `filename.html`. You can upload this HTML file to a Web server and use an HTML editor to customize the page.

IMPORTANT: Do not click **Refresh** or exit Internet Explorer without saving the map.

To retrieve and modify an existing map file, click **Open** and browse to the directory where the map is located.

Copy Maps to the iPrint Appliance

On successful creation of maps, you must copy the maps to the location `/var/opt/novell/iprint/htdocs` on the iPrint Appliance.

Users can access the maps by specifying the URL `http://server_DNS_or_IP_address/ippdocs/filename.html` in their browsers.

Customizing HTML Interface for Installing Printers

You can edit the HTML files provided in `var/opt/novell/iprint/htdocs/examples/` or create HTML files to customize iPrint printer list for your environment.

- 1 Create a HTML file (`sample1.html`) to customize iPrint for your environment.

You can associate a printer with the printers's IPP URL. This URL is displayed when you enable IPP for a printer.

- 1a In iManager, click **iPrint > Manage Printer**.

- 1b Browse to and select the printer you want.

- 1c Click Client **Support > iPrint Support**.

The printer's URL is displayed under Current iPrint URL.

- 2 Copy the HTML file (`sample1.html`) to the `var/opt/novell/iprint/htdocs` folder.
- 3 Use the web browser to view the map `https://server_address/ippdocs/sample1.html`

Web Page Samples

The iPrint Appliance includes some sample HTML files in the `var/opt/novell/iprint/htdocs/examples/` folder.

- ♦ In the `examples` directory, Example 1 shows a fully graphical interface for locating and installing printers using standard HTML. This type of approach can also be created using the iPrint Map Designer.

Use the web browser to view the sample map `https://server_address/ippdocs/examples/example1/innerweb.html`

- ♦ In the `examples` directory, Example 2 shows a lower-maintenance approach for locating and installing printers using standard HTML.

Use the web browser to view the sample map `https://server_address/ippdocs/examples/example2/innerweb.htm`

11.1.13 Backup

The backup process creates a password-protected zip file with the configuration settings of the appliance. An automatic backup is triggered every day at midnight. However, you can also trigger a manual backup and download the file. A single backup file is maintained and the existing file is overwritten with the latest backed up information.

You can download the file and use the configuration settings to create a new iPrint Appliance. The existing Appliance's iManager administrator credentials (`cn=admin,o=iPrintAppliance`) are required when migrating to a new appliance.

The driver store setting is applicable for both automatic and manual backup.

- 1 Under **Configuration**, click **Backup**.
- 2 **Disk Space Required:** Displays the minimum space required on Primary and Secondary disk to store the backed up file.
- 3 **Include Local Driver Store:** Selecting this option backs up drivers when performing automatic or manual backup. Because backing up drivers consumes more disk space ensure that enough space is available in the secondary disk (vastorage).
- 4 To trigger a manual backup, click **Backup Now**.
- 5 Click **Download Backup File** to download the backed up file.
- 6 The Status field displays the status of automatic or manual backup along with the time stamp.

Any configuration change in the iPrint Appliance takes at least 20 minutes to get updated to the configuration file. We recommend that you wait at least 20 minutes after the last configuration change before you backup the configuration file.

11.1.14 Product Improvement

Telemetry enables Micro Focus to collect statistical data about your usage of iPrint service. This data will enable us to ensure that you have the best possible experience with OpenText iPrint. Weekly once the data is sent to the Micro Focus server.

NOTE: Micro Focus is now OpenText.

Data That is Collected for Product Improvement

- ♦ [“Statistical Data” on page 136](#)
- ♦ [“Feature Information” on page 137](#)

Statistical Data

Table 11-1 *Telemetry Attributes*

Telemetry Attribute	Description
Total Printers	Number of printers configured for iPrint
Mobile Enabled Printers	Number of printers that are enabled for mobile
AirPrint Enabled Printers	Number of printers that are enabled for AirPrint
AirPrint Capable Printers	Number of printers that have AirPrint capability
eDirectory Users	Number of eDirectory users migrated to iPrint Appliance
Secure Printers	Number of printers that are secure
WalkUp Printers	Number of iPrint printers configured for WalkUp functionality
Mobile Enabled WalkUp Printers	Number of WalkUp printers that are enabled for mobile

Telemetry Attribute	Description
WalkUp Job Hold Duration (Minutes)	Job hold time for all WalkUp jobs
Remote Renderers	Number of Remote Renderers
Remote Driver Store	Displays whether the configured driver store is local or remote.
Secure Remote Renderers	Number of secure Remote Renderers
Non Secure Remote Renderers	Number of unsecure Remote Renderers
Secondary Disk Size (GB)	Size of the secondary disk in GB
Upgraded Appliance	Displays whether the iPrint Appliance is new or upgraded from an earlier version.
Global Email Configured	Displays if a global email was configured for printers.
Private Email Configured For Printers	Number of printers configured with private email
Direct Printers	Number of direct printers
Audit Enabled Printers	Number of printers enabled for auditing
Accounting Enabled Printers	Number of printers enabled for accounting
IPP Enabled Printers	Number of printers enabled for IPP protocol
LPR Enabled Printers	Number of printers enabled for LPR protocol

Feature Information

We are collecting the frequency of operations performed for the following features:

- ♦ Download Backup File: Number of times this file was downloaded.
- ♦ Bulk Printer Creation: Number of times the printers were created using this feature.

How Server Receives the Data

After the weekly collection, the data is sent to the iPrint server. If the transfer is unsuccessful, the system attempts to send it again during the next weekly cycle. No attempts to send the data is made outside of the weekly cycles.

The data is not encrypted because no sensitive or identifying information is included.

11.1.15 License

The License page displays information about your current iPrint Appliance license such as the product version, date it was issued, expiry details, and so on.

iPrint Appliance ships with a 90-day trial license. To continue usage of iPrint Appliance, you must update this license to an Desktop license. You can obtain a new license key from [OpenText SLD \(https://sldlogin.microfocus.com\)](https://sldlogin.microfocus.com).

The types of licenses available with iPrint Appliance are:

- ♦ **Trial License:** This is a 90-day license to evaluate the Desktop, Mobile, Email, and so on features.
- ♦ **Enterprise License:** This license provides printing from Desktop, Mobile devices, and any email-enabled devices.
- ♦ **Desktop License:** This license provides printing from Desktop, any email-enabled devices, and release jobs from Mobile applications.

NOTE: With the Desktop license, you can evaluate the Mobile-specific features for 90 days. After 90 days, the mobile-specific features will stop working.

- ♦ **Mobile License:** This license provides printing and release jobs from Mobile devices.

For features available per license, see [Section 1.3, “Feature List,” on page 16](#).

Updating the iPrint Appliance License

Go to **iPrint Console > Configuration > License** to view the available license information and perform any of the following actions:

- ♦ **Replace existing license file:** Browse and upload a new license (.xml) file to overwrite the existing license file.
- ♦ **Upload additional license file:** Browse and upload additional license (.xml) file. This functionality helps applying multiple licenses.

IMPORTANT: If you are running multiple copies of iPrint Appliance, you must update the license for each copy of iPrint Appliance individually.

- ♦ **Delete:** Click this option to delete a license.

After updating the license file, restarting of the services is not required.

11.1.16 Settings

The **Settings** page provides you an option to enable or disable download **iPrint Client** option on the **iPrint Portal** and **Welcome** page. To allow the users to download iPrint Client:

- 1 Under **Configuration**, click **Settings**.
The **Settings** page is displayed.
- 2 Select **Allow users to download the client from iPrint Portal or Welcome Page**.
- 3 Click **OK**.

When the check box is not selected, users will not have an option to download the **iPrint Client** on the **iPrint Portal** and **Welcome** page.

11.2 Appliance System Configuration

You can change configuration settings, such as administrative passwords, network settings, and certificate settings. For more information, see [Chapter 10, “Managing iPrint Appliance,” on page 89](#).

11.3 iPrint Printer Configuration (iManager)

iManager enables you to perform the following operations on iPrint Appliance:

- ♦ [Section 11.3.1, “Understanding and Managing Certificates,” on page 139](#)
- ♦ [Section 11.3.2, “Managing the Driver Store,” on page 139](#)
- ♦ [Section 11.3.3, “Managing the Print Manager,” on page 142](#)
- ♦ [Section 11.3.4, “Managing Printers,” on page 157](#)
- ♦ [Section 11.3.5, “Using iPrint Client Management,” on page 175](#)

NOTE: If you are running Windows XP Service Pack 2 or other browsers with pop-up blocking, you might encounter problems with pop-up windows. To manage iPrint in iManager and to install printers with iPrint clients, turn off pop-up blocking or allow the URL.

11.3.1 Understanding and Managing Certificates

When you manage Print Managers, driver stores, and printers that are running on a different server than the server running iManager, you might receive a certificate error, meaning that the host name or IP address of the server where you are managing the print object does not match any of the certificates on the server where iManager is running.

To find and accept the correct certificate:

- 1 Click the **iPrint Certificate Manager** link in the error.
- 2 Review the certificate information for accuracy.
- 3 Select the action you want to perform for this certificate.
In order to manage the print object, you must accept the certificate.
- 4 Click **OK**.
You might need to scroll down in order to click **OK** to accept the certificate.
- 5 Restart your task.

Certificates are accepted on a per-user basis.

You can remove accepted certificates by deleting the certstore folder located at: `/var/opt/novell/iManager/nps/portal/modules/iPrintX/certstore`. Deleting this folder removes all accepted certificates.

11.3.2 Managing the Driver Store

Although the default settings lets users print without additional configuration, you might want to modify some settings so that you can manage your printing resources most effectively.

- ♦ [“Creating Additional Driver Stores” on page 140](#)
- ♦ [“Understanding the Driver Store Configuration File” on page 140](#)
- ♦ [“Changing the eDirectory Server Assignment” on page 140](#)
- ♦ [“Loading or Unloading the Driver Store” on page 141](#)

- ♦ [“Updating Printer Drivers” on page 142](#)
- ♦ [“Deleting Printer Drivers” on page 142](#)

Creating Additional Driver Stores

Although you can create additional Driver Stores, you only need one for your iPrint system because the Print Manager saves the downloaded drivers files to disk. If the Print Manager does not have a requested driver, it copies the driver from the Driver Store and then saves it to disk. This process is relatively quick, even for the first user to request a printer driver. We recommend that you maintain only one Driver Store, so you do not need to track which Driver Store contains what printer drivers. Periodically, the Print Manager checks the Driver Store for updated printer drivers.

If you configure multiple Driver Stores that run on the same server, they all point to the same repository of printer drivers. This can be useful because each Driver Store has its own eDirectory object, and you can distribute the objects in your eDirectory tree.

To create a driver store:

- 1 In iManager, click **iPrint > Create Driver Store**.
- 2 Specify the Driver Store name you want for the Driver Store object.
- 3 Specify the container name where you want the Driver Store object to reside. The default value is iPrintAppliance.
- 4 Specify a host name or IP address of the target server where you want the Driver Store to reside.
- 5 Specify an eDirectory server that you want the Driver Store to communicate with.
For fault tolerance, you can specify more than one eDirectory server from the same tree. For more information, see [“Changing the eDirectory Server Assignment” on page 140](#).
- 6 Click **OK**.

To modify the Driver Store properties or to add printer drivers, click **Manage Driver Store**, then select the Driver Store you want to modify.

Understanding the Driver Store Configuration File

When you create a Driver Store, a configuration file is created in `/etc/opt/novell/iprint/conf`. The filename is `idsd.conf`. Each time you use iManager to create a Driver Store object and assign it to the same server, a separate entry is added to `idsd.conf`. Although you can have several Driver Stores assigned to a server, all printer driver files are stored in one file structure on the server. For information about the entries in the configuration file, see `/etc/opt/novell/iprint/conf/idsd.conf`.

Changing the eDirectory Server Assignment

If you need to change the eDirectory server assignment for the Print Manager or Driver Store, edit the Directory Services Server1= entry in the corresponding configuration file, `print_manager_name.context.iprsm.conf` or `idsd.conf`, located in `/etc/opt/novell/iprint/conf`.

NOTE: As many as two additional servers can be specified, using Directory Services Server2 and Directory Services Server3. Directory Services Server1 is considered to be the primary eDirectory server. Directory Services Server2 and Directory Services Server3 are considered to be secondary servers.

For example, editing the Directory Services Servers 1, 2, and 3 entries for the `idsd.conf` file looks like this:

```
cat /etc/opt/novell/iprint/conf/idsd.conf {  
DSServer1 server1.blr.novell.com  
DSServer2 server2.blr.novell.com  
DSServer3 server3.blr.novell.com  
IDSOBJECTDN CN=ds-102-59-2,O=novell  
IDSOBJECTPASSWD yhvuevdbumpuvfuklnqqapvipxvemh  
IDSHOSTADDRESS 100.100.100.100  
}
```

Editing the Directory Services Servers 1, 2, and 3 entries for the `ipsmd.conf` file looks like this:

```
cat /etc/opt/novell/iprint/conf/ipsmd.conf  
DSServer1 server1.blr.novell.com  
DSServer2 server2.blr.novell.com  
DSServer3 server3.blr.novell.com  
PSMOBJECTDN CN=psm-dns-name,O=novell  
PSMOBJECTPASSWD pgtnlafnfekh  
PSMHOSTADDRESS server1.blr.novell.com
```

Loading or Unloading the Driver Store

You can start and stop the Print Manager in two ways:

- ♦ [“Using the Command Line” on page 141](#)
- ♦ [“Using iManager” on page 142](#)

Using the Command Line

The Driver Store uses init scripts for starting and stopping the daemon. To load the Driver Store from the command line, enter `/etc/init.d/novell-idsd start`

The following init script actions are also valid:

Table 11-2 *Driver Store Actions*

Action	Description
reload or force-reload	Stops and then starts the daemon.
start	Starts the daemon.
status	Displays the status of the daemon and the name of the Driver Store.
stop	Stops the daemon.

Using iManager

On the Driver Store Control property page, you can view the Driver Store's status and unload or load the Driver Store daemon.

- 1 In iManager, click **iPrint > Manage Driver Store**.
- 2 Browse to and select the Driver Store you want.
- 3 Click **Driver Store Control > Shutdown** to stop the Driver Store process.
- 4 Click **OK**.

Updating Printer Drivers

- 1 Add a new driver.
For more information on adding a new driver, see [Section 5.4, "Configuring Printer Drivers," on page 41](#).
- 2 Associate the printer to the driver.

NOTE: Only the new iPrint Clients auto-update the drivers. For the existing or old Print Clients, you need to manually install and associate the drivers.

Deleting Printer Drivers

- 1 In iManager, click **iPrint > Manage Driver Store**, then browse to and select the Driver Store you want.
- 2 Click **Drivers**, then select the client platform you want to work with.
- 3 Select the driver you want to delete.
- 4 Click **Delete**.
- 5 Click **OK**.

11.3.3 Managing the Print Manager

Although the default settings let users print without additional configuration, you probably want to modify some of those settings so that you can manage your printing resources most effectively.

NOTE: Printer driver profiles are stored in the Print Manager database file (psmdb.dat). While the .dat file can be viewed only using iManager and the /psmstatus page, a text copy of the database file can be viewed using many tools (including text editor, web browser, and others). This text copy is periodically backed up in the same directory as the .dat file, but in XML format. The directory location is: /var/opt/novell/iprint/<print manager name.ou.ou.o>.psm/.

- ♦ [“Understanding the Print Manager Database” on page 143](#)
- ♦ [“Understanding the Print Manager Configuration File” on page 144](#)
- ♦ [“Changing the eDirectory Server Assignment” on page 144](#)
- ♦ [“Using the Print Manager Health Monitor” on page 145](#)
- ♦ [“Setting Up a Printer Pool” on page 147](#)
- ♦ [“Using Print Auditing” on page 148](#)
- ♦ [“Creating Additional Print Managers” on page 152](#)
- ♦ [“Loading or Unloading the Print Manager” on page 153](#)
- ♦ [“Moving Print Managers to Another Linux Server” on page 154](#)
- ♦ [“Auto Driver/Profile Update” on page 155](#)
- ♦ [“Enabling Printer Agent Redirection” on page 155](#)

Understanding the Print Manager Database

The Print Manager uses a database to store information about the printers it controls. The database creates a backup when you create or delete a printer and also every night at midnight.

NOTE: Although database creation is a quick process, sometimes the backup is delayed because of other tasks the Print Manager is doing. You might need to wait a short while after you create or delete a printer before a backup is generated and uploaded to eDirectory.

The last four backups are saved. When a new backup file is created, the oldest of the four stored files is deleted. If the oldest backup file is older than four days, then the Print Manager creates a new backup.

If the database fails to load through normal mechanisms, you can use the following procedure to access the backup database:

- 1 Rename /var/opt/novell/iprint/<PSM_Name>/psmdb.* to psmdbold.*.
- 2 Rename /var/opt/novell/iprint/<PSM_Name>/psmdbsav.* to psmdb.*.
- 3 Start the Print Manager.

Understanding the Print Manager Configuration File

When you create a Print Manager, a configuration file is created in `/etc/opt/novell/iprint/conf`. The file name is `print_manager_name.context.ipsmd.conf`. A separate file is created for each Print Manager that is created and assigned to run on the same server. Only one Print Manager can run on the server at a time. For information about the entries in the configuration file, see `/etc/opt/novell/iprint/conf/ipsmd-template.conf`.

The `ipsmd.conf` file links to the configuration file of the currently loaded Print Manager.

To load a different Print Manager on the server, use the **iPrint> Manage Print Manager > Manager Control** page in iManager. If you attempt to load a Print Manager when one is already running, you receive an error message instructing you to unload the current Print Manager before loading the new one.

Changing the eDirectory Server Assignment

If you need to change the eDirectory server assignment for the Print Manager or Driver Store, edit the Directory Services Server1= entry in the corresponding configuration file, `print_manager_name.context.ipsmd.conf` or `idsd.conf`, located in `/etc/opt/novell/iprint/conf`.

NOTE: As many as two additional servers can be specified, using Directory Services Server2 and Directory Services Server3. Directory Services Server1 is considered to be the primary eDirectory server. Directory Services Server2 and Directory Services Server3 are considered to be secondary servers.

For example, editing the Directory Services Servers 1, 2, and 3 entries for the `idsd.conf` file looks like this:

```
cat /etc/opt/novell/iprint/conf/idsd.conf {  
  
DSServer1 server1.blr.novell.com  
  
DSServer2 server2.blr.novell.com  
  
DSServer3 server3.blr.novell.com  
  
IDSOBJECTDN CN=ds-102-59-2,O=novell  
  
IDSOBJECTPasswd yhvuedbumpuvfuklnqqapvipxvemh  
  
IDSHOSTADDRESS 100.100.100.100  
  
}
```

Editing the Directory Services Servers 1, 2, and 3 entries for the `ipsmd.conf` file looks like this:

```
cat /etc/opt/novell/iprint/conf/ipsmd.conf  
  
DSServer1 server1.blr.novell.com  
  
DSServer2 server2.blr.novell.com  
  
DSServer3 server3.blr.novell.com
```

PSMObjectDN CN=psm-dns-name,O=novell

PSMObjectPasswd pgtnlafnfekh

PSMHostAddress server1.blr.novell.com

Using the Print Manager Health Monitor

The Print Manager Health Monitor provides you with a global view of your print system. The Health Monitor shows you the current status of the Print Manager and the associated printers and lets you configure error threshold, customize some print system settings, and generate reports about your system.

- ♦ [“Understanding the Print Manager Health Monitor” on page 145](#)
- ♦ [“Accessing the Print Manager Health Monitor” on page 145](#)
- ♦ [“Generating Reports” on page 146](#)
- ♦ [“Configuring Health Monitor Settings” on page 147](#)
- ♦ [“Posting Administrator Messages about a Printer” on page 147](#)

Understanding the Print Manager Health Monitor

The Print Manager Health Monitor is a powerful tool for managing and troubleshooting your print system.

The opening page of the Health Monitor shows all of your printers; their current state; and general statistics including the number of print jobs printed in the last hour, in the last day, and since the Print Manager was last started.

A quick look at these statistics helps you identify which printers are not printing because of errors or which printers are not being used. You can click a printer name to see additional details about the printer that can help you troubleshoot a reported printer error and why users are not using the printer.

For example, if the printer status shows `Error printing`, click the printer for a list of known problems. If one of the known problems is `Printer not connected`, use the IP address listed in the **Load String** field to ping the printer to determine if the IP address is valid.

By looking at the statistical information, you can correct printer problems or make decisions about redeploying under used printers to departments that print a lot. For more information, see [“An Overview of the iPrint Manager Health Monitor”](#).

Accessing the Print Manager Health Monitor

Access the Health Monitor by going to `http://server_address/psmstatus`, where *server_address* is the IP address or host name of the server where the Print Manager is running.

For example: `http://printing.my_company.com/psmstatus`.

You can view current Printer Agent states, start up and shut down Printer Agents, and other information about your print system.

Generating Reports

The report feature of the Health Monitor allows you to generate a report that can be displayed on the page or saved as a comma-separated-value (.csv) file that can be used in a spreadsheet program.

- 1 On the Print Manager Health Monitor main page, click **Advanced Print Manager Information > Generate Report**.
- 2 (Optional) To save the report as a file, click **Write Results to File** under the **File Options** heading. The heading specifies the location and filename of the report.
- 3 Select the information you want included in the report by selecting the corresponding check boxes.
- 4 Click **Generate Report**.

The report is displayed on the screen, even if you selected to save the report to a file.

The following common reports are available for you to generate:

Printer Configurations: To determine what features are enabled for each Printer Agent, generate the following reports:

- ♦ SSL Required for iPrint Access
- ♦ Auditing Enabled

Printer's Current State: To view the states of the printers and any printer console messages, generate the following reports:

- ♦ Printer Agent Status
- ♦ Printer Agent State Reasons
- ♦ Printer Console

Printing Statistics: To view statistics about your print system, generate the following reports:

- ♦ Jobs Printed Ever
- ♦ Jobs Printed Since Load
- ♦ Jobs Printed Today
- ♦ Average Job Size Since Load
- ♦ Average Job Size Today

Gateway Information: To view information about a gateway associated with the Printer Agents, including the gateway's IP address, generate the following report:

- ♦ Gateway Load String

Printer Driver Associations: To view the printer drivers associated with each printer, generate the following reports:

- ♦ Windows 95/98 Driver
- ♦ Windows NT4 Driver
- ♦ Windows 2000/XP Driver

- ♦ Win XP Driver
- ♦ Linux Driver

Printer and Printer Agent Associations: Because a Printer Agent can service more than one printer, use the **Associated NDS Printers** option to view the number of printers serviced by each Printer Agent.

Configuring Health Monitor Settings

You can configure settings in the Health Monitor to control how the Health Monitor presents information when certain thresholds are met.

- 1 On the Print Manager Health Monitor main page, click **Advanced iPrint Manager Information > Configure Settings and Error Thresholds**.
- 2 Adjust the settings you want to change.
See the online help for information about the available settings. For most print systems, the default settings are sufficient.

Posting Administrator Messages about a Printer

Suppose a printer has been taken offline and sent for repairs, but you keep getting phone calls from other administrators that the printer has an error in the Health Monitor. This can be resolved by leaving a message about the printer in Health Monitor. Users can see the message, but only administrators can edit it.

- 1 On the Print Manager Health Monitor main page, click the printer you want, then click **Message from Admin**.
- 2 Type the text you want displayed for this printer.
- 3 Click **Apply**.

To remove a message, follow the steps above and delete the text in the message box ([Step 2](#)).

Setting Up a Printer Pool

You can create a pool of printers to share the load of printing. Users install one of the printers in the pool. When a printer in the pool has a print job waiting, the Print Manager can redirect that print job to an idle printer in the pool. The Print Manager attempts to evenly distribute print jobs among all printers in a pool.

For example, if four printers are in the pool and the first printer is printing a 100-page job, then the next print job is sent to the second printer. If the second printer completes the print job and the first printer is still busy, the next print job is sent to the third printer to distribute print jobs throughout the pool. Printer pools are specific to the Print Manager, and a printer pool cannot span multiple Print Managers.

Printers that are included in a pool should be the same model and use the same printer drivers. You can include only printers from the same Print Manager in a pool.

When you create a printer pool, the pool information resides in the Print Manager and can be viewed only using iManager. Unlike the printers and the Print Manager, a separate eDirectory object for a printer pool is not created.

After you set up a printer pool, users install only one of the printers in the pool on their workstation. When a user submits a print job to the installed printer, the Print Manager uses the method described in the example above to send the print job to the next available printer in the pool. Users should be reminded that their print jobs might be printed by any printer in the pool. For this reason, the physical printers that are members of a printer pool should be located close to one another. You might also want to enable banner pages, depending on the type of documents being printed.

To configure a printer pool, do the following:

- 1 In iManager, click **iPrint > Printer Pool Configuration**.
- 2 Select the Print Manager for this pool.
- 3 Select **Create Pool** from the **Select Operation** list, then click **OK**.
- 4 Specify the name of the printer pool.
This name is used to identify the pool only within iManager.
- 5 Select the printers you want included in the pool.
- 6 Click **Next**, then click **OK**.

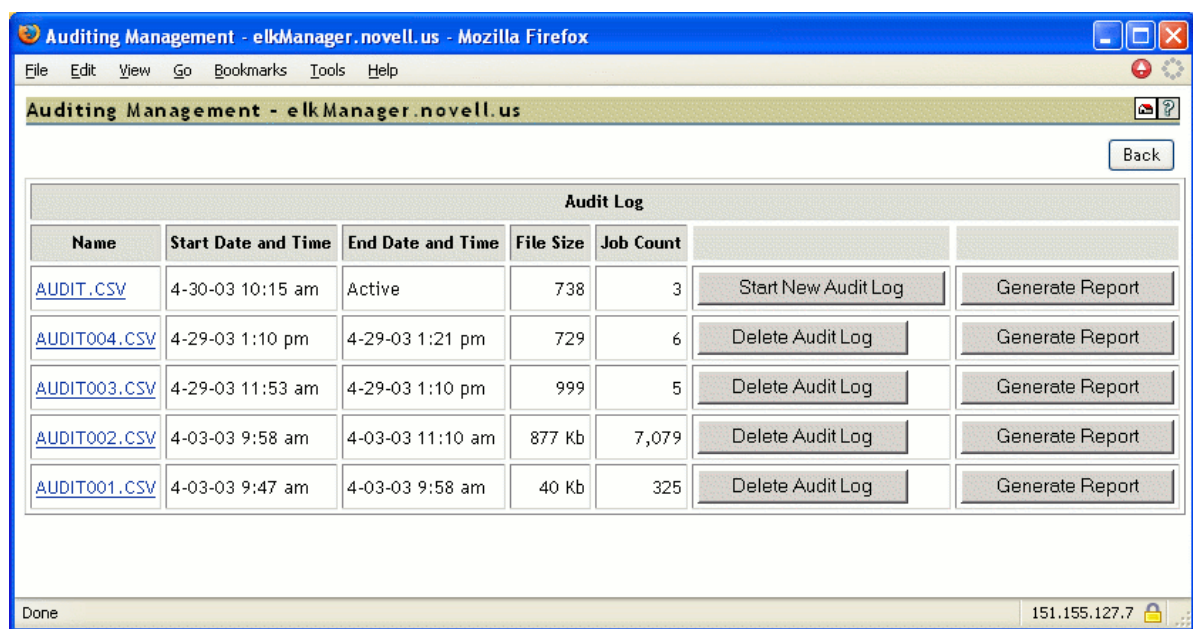
To modify or delete a pool, follow the above steps and select the desired action from the Select an Operation list in [Step 3](#).

Using Print Auditing

To use print auditing, you first need to enable auditing for *each* printer you want to audit using iManager or the Print Manager Health Monitor.

When auditing is enabled for a Printer Agent, a log file is created indicating who printed how many pages to which printer on a given date. The log file is in a comma-separated format (.csv). The data from this log file can be viewed from the Health Monitor or downloaded into a spreadsheet.

Figure 11-2 Auditing Management Page



From the Auditing Management page, you can complete the following tasks:

- ♦ [“Using iManager to Enable Auditing” on page 149](#)
- ♦ [“Using the Health Monitor to Enable Auditing” on page 149](#)
- ♦ [“Viewing Auditing Information” on page 149](#)
- ♦ [“Managing Audit Logs” on page 151](#)
- ♦ [“Configuring Automatic Log Rotation” on page 152](#)
- ♦ [“Downloading an Audit Report” on page 152](#)

Using iManager to Enable Auditing

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to enable auditing for.
- 3 Click **Configuration > Auditing**.
- 4 Select the **Enable Auditing** check box.

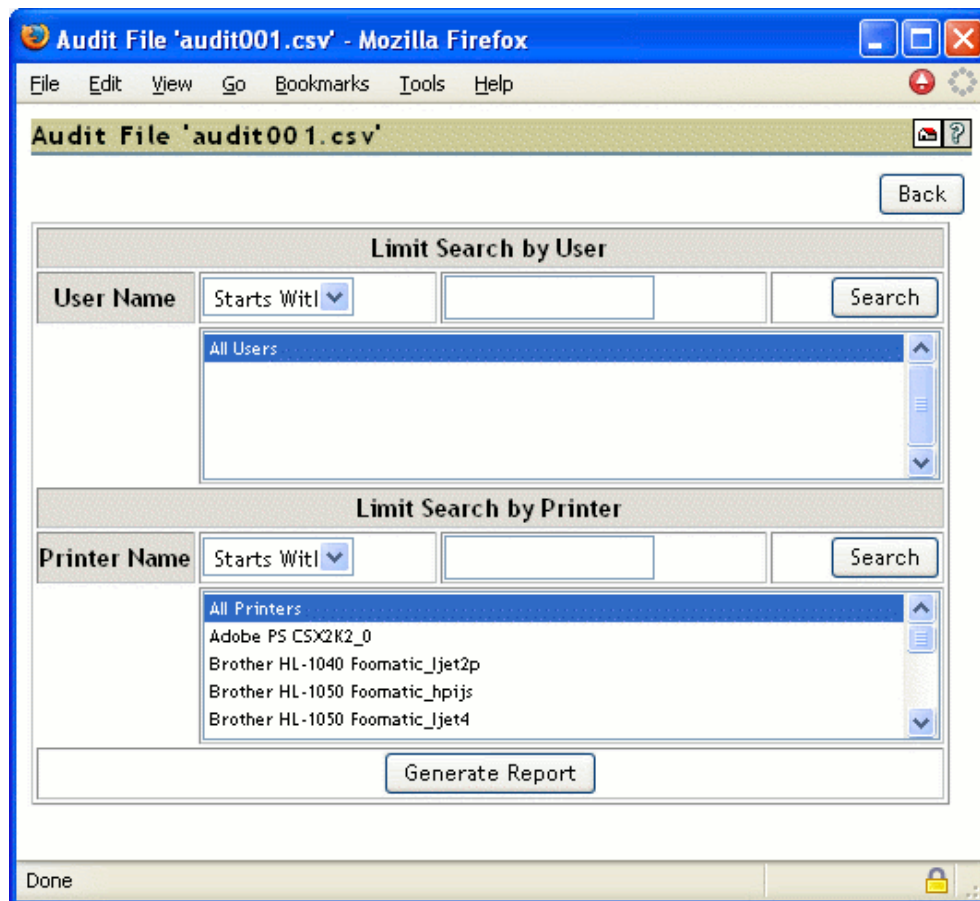
Using the Health Monitor to Enable Auditing

- 1 To access the Print Manager Health Monitor, open http://server_IP_address/psmstatus in a Web browser.
For example: http://printing.my_company.com/psmstatus.
- 2 Select a printer, then click **Configuration Options**.
You can also access Configuration Options by going to https://server_IP_address/PsmStatus/configOpt/Printer_Name.
- 3 Select the **Enable Auditing** check box.

Viewing Auditing Information

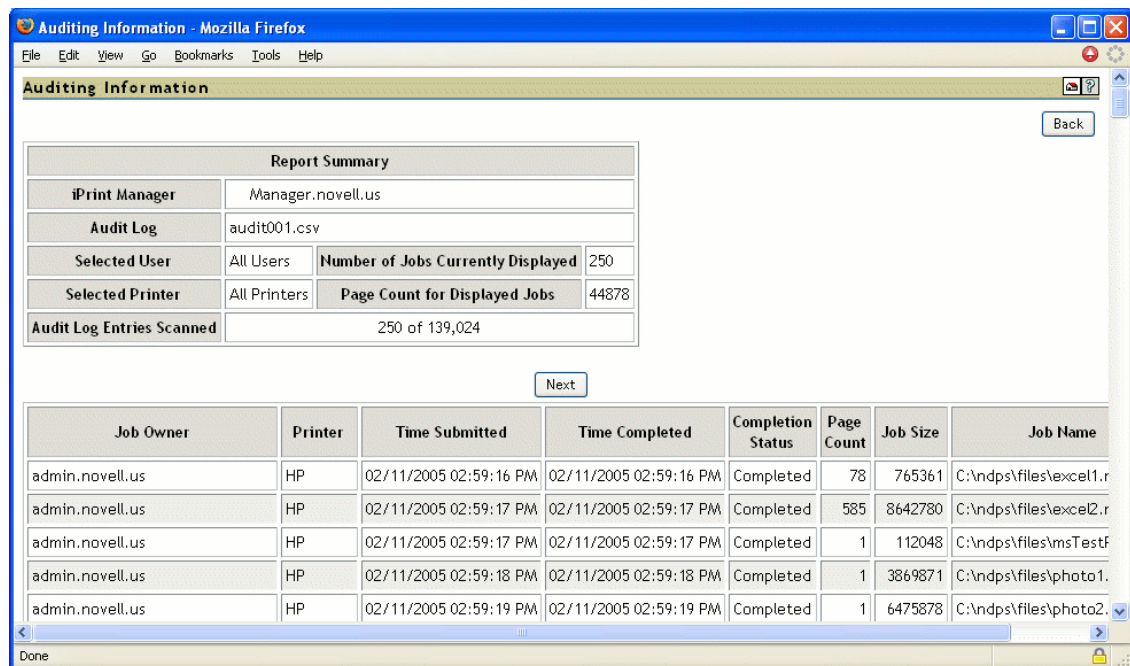
You can generate an audit report that shows all print jobs, or you can filter the report based on a user or a printer or both.

- 1 In the Print Manager Health Monitor, click **Advanced iPrint Manager Information > Auditing > Generate Report**.
If there is more than one audit log, click **Generate Report** for the audit log you want to view.
- 2 (Optional) Filter the search by using the **Limit Search by User** or **Limit Search by Printer** filters.



- 3 Click **Generate Report** to view the report with the specified filters.

There are only 250 print jobs listed at a time. To view more print jobs in the report, click **Next**.



The following table explains the fields that are displayed under the Report Summary.

Field	Description
iPrint Manger	The Print Manager that the information is from.
Audit Log	The audit log filename that was used to create the report.
Selected User	Any user filter criteria that were used to create the report.
Selected Printer	Any printer filter criteria that were used to create the report.
Number of Jobs Currently Displayed	The number of jobs submitted by the indicated users and printers.

The following table discusses what is displayed in the body of the report.

Field	Description
Job Owner	The owner of the print job.
Printer	The printer the print job was sent to.
Time Submitted	The time the print job was submitted to the printer.
Time Completed	The time the print job was printed on the printer.
Completion Status	The completion status of the submitted print job: Completed, Cancelled by User, Cancelled by Operator, or Other (Other usually indicates the job was aborted by the system).
Page Count	The number of pages printed.
Job Size	The size of the print job (in bytes).
Job Name	The print job filename that was submitted and the type of print client that submitted the print job.

Managing Audit Logs

You can manage your audit logs by using the buttons on the Auditing Management page. When audit logs are no longer needed, you can manually delete them. To automatically save and create new logs, see [“Configuring Automatic Log Rotation” on page 152](#).

The active audit log file (audit.csv) logs data for all printers that have been enabled for auditing. You can generate a report from this file or you can move the data to a saved file by using the **Start New Audit Log** option. You cannot download the audit.csv file. To download a file, it must be saved as a separate audit log. When you move the data to a saved audit log by using the **Start New Audit Log** button, the log file is named auditxxx.csv, where xxx is the next sequential number of the log. After a log file is saved, you can download the file to your workstation and import it into a spreadsheet program.

Configuring Automatic Log Rotation

Audit Log Rotation automatically creates a new log when certain criteria are met.

- 1 In the Print Manager Health Monitor, click **Advanced iPrint Manager Information > Auditing > Configure Log Rotation**.

- 2 Select **Enable Audit Log Rotation**.

- 3 Specify the number of logs to keep.

When the number of logs to keep is reached, the oldest log is deleted when the next log is created. When setting this number, take in to account the criteria you are using to create new log files. If you want a year's worth of logs, set the number of audit logs to keep to 12 and then select the **By Date** and **By Month** options.

- 4 Specify the criteria used for log rotation:

By Job Count: Specify the maximum number of print jobs that an audit log can contain before a new log is created.

By Date: Select when you want the audit logs to rotate.

- ♦ **Day:** The log rotates each day at midnight.
- ♦ **Week:** The log rotates each Sunday. If the Print Manager is not loaded on Sunday, the log is rotated the next time the Print Manager starts.
- ♦ **Month:** The log rotates at midnight on the first day of the month.

NOTE: If you select Day or Week, ensure that the **Maximum Number of Audit Logs to Keep** entry is large enough so that logs are not rotated before you need the data.

By File Size: Specify the maximum file size (in KB) before a new log is created. The maximum file size is 4194304 KB.

Downloading an Audit Report

When the file is downloaded, you can open the report in a spreadsheet application to sort, view, and format the data to meet your needs. The active audit log, `audit.csv`, cannot be downloaded. You must first start a new audit log by clicking the **Start New Audit Log** option, then download the newly created audit log.

- 1 On the Print Manager Health Monitor main page, click **Advanced iPrint Manager Information > Auditing**.
- 2 Right-click the name of the audit log you want to download, then click **Save Target As**.
- 3 Follow the prompts and save the file to the desired location.

Creating Additional Print Managers

A Print Manager must be created and running before you can create and associate printers. A Print Manager provides a platform for Printer Agents, which are logical representations of printers that reside on the server. You can manually load Print Managers on a server.

Use the following guidelines to determine where and when to place a Print Manager:

- ♦ Only one Print Manager can be running on a server.

- ♦ For optimal performance, place the Print Manager and the printers it controls on the same LAN segment.
- ♦ Consider distributing your printers across multiple Print Managers so that if one manager goes down, not all of the Printer Agents are affected.

You need the Supervisor right for the container where the Print Manager object is to reside.

- 1 In iManager, click **iPrint > Create Print Manager**.
- 2 Specify the Print Manager name for the iPrint Manager object.
- 3 Specify the container name where you want the Manager's object to reside.
- 4 Specify an eDirectory server you want the iPrint Manager to communicate with.

For fault tolerance, you can specify more than one eDirectory server from the same tree. For more information, see [“Changing the eDirectory Server Assignment” on page 140](#).

- 5 Specify the Driver Store name.
- 6 Select the **Start print manager after creation** check box.

If you do not select the **Start print manager after creation** check box, you should start the Print Manager. You can start the Print Manager by using **Manage Print Manager > Manager Control** in iManager or by entering `/etc/init.d./novell-ipsmd start` at a command prompt.

IMPORTANT: In a cluster setup, do not select the **Start print manager after creation** check box.

- 7 Click **OK**.

After the Print Manager is created, the daemon is loaded on the server.

To modify the Print Manager properties, click **Manage Print Manager**, then select the manager you want to modify.

For information about Access Control roles, see [“Setting Access Control for Your Print System” on page 158](#).

Loading or Unloading the Print Manager

You can start and stop the Print Manager in two ways:

- ♦ [“Using the Command Line” on page 153](#)
- ♦ [“Using iManager” on page 154](#)

Using the Command Line

The Print Manager uses init scripts for starting and stopping the daemon. To load the Print Manager from the command line, enter `/etc/init.d/novell-ipsmd start`.

The following init script actions are also valid:

Table 11-3 *Print Manager Actions*

Action	Description
start	Starts the daemon.
stop	Stops the daemon.
reload or force-reload	Stops and then starts the daemon.
restart	Restarts the daemon.
try-restart	Tries restarting the daemon.
status	Displays the status of the daemon and the name of the Print Manager.

Using iManager

On the Manager Control Property page, you can view the Print Manager's status and unload or load the manager daemon.

- 1 In iManager, click **iPrint > Manage Print Manager**.
- 2 Browse to and select the Print Manager you want to control.
- 3 Click **Manager Control > Shutdown** to stop Print Manager.
- 4 Click **OK**.

Moving Print Managers to Another Linux Server

Sometimes it is necessary to move the Print Manager from one server to another. If you assigned a host name to the Print Manager, you should update the DNS entry with the new IP address that the Manager is running on when the move is completed; otherwise, you cannot manage the Print Manager and users are cannot print.

IMPORTANT: The URLs generated by iPrint are based on the server's IP address or a host name. If you move a Print Manager to a server that has a different IP address or a different host name than is currently being used, a new URL is generated for each printer. Users must delete and reinstall their iPrint printers. If you are using NDPS Printers, printing is not affected.

- 1 In iManager, click **iPrint > Manage Print Manager**.
- 2 Browse to and select the Print Manager you want to move, then click **OK**.
- 3 Click **Shutdown**.

Ensure all pending print jobs are complete else the jobs are lost.

- 4 On the Manager Control page, click **Move**.
- 5 Fill in the fields:

Target Server: Specify the host name or IP address for the server that is to host the Print Manager. For example, 192.0.34.166 or print.my_company.com.

iPrint Service Name: Displays the IP address or host name for the iPrint service.

eDir Server: Specify an eDirectory server that you want the Print Manager to communicate with.

If you are using a host name, you must update your DNS host tables to reflect the move.

- 6 Click **OK** to move the Print Manager.

The Print Manager is moved and loaded on the destination server.

Auto Driver/Profile Update

An auto driver/profile update allows you to automatically update the client with the latest drivers and the modified profiles available on the server, without users needing to manually update the driver or profile. If you make any changes to the driver in the Driver Store or modify the profile, the client is prompted for the changes and the client is updated.

NOTE: The client might take few seconds to 24 hours to reflect the changes.

To enable the auto driver/profile update:

- 1 Upload the updated driver.
- 2 Create or modify the profile.

For more information on how to create the profile, see [“Using Printer Driver Profiles” on page 165](#).

- 3 Enable the auto driver/profile update:

- 3a In iManager, click **iPrint > Manage Print Manager**.
- 3b Browse to and select the Print Manager for which you want to enable the auto driver/profile update.
- 3c Click *Printer Agents*.
- 3d Select the *Auto driver/profile update* for the Printer Agents for which you want to enable auto driver/profile update.
- 3e Click *OK*.

Enabling Printer Agent Redirection

Printer Agent Redirection is useful when you are decommissioning an iPrint printer and want to automatically redirect printing to a different iPrint printer without users manually deleting and reinstalling the printer. Redirection can continue even after you delete the Printer Agent for iPrint printers only.

Printer Agent Redirection is supported with the iPrint client for Windows v4.26 or later.

With Printer Agent Redirection enabled by entering a Printer Redirect URL, the client attempts to access the printer and is then redirected to the new printer. The client verifies that it can access the new printer before deleting the installed printer and installing the new printer.

Before implementing Printer Agent Redirection, you should be aware of the following:

- ♦ When you redirect a mobile-enabled printer, you must ensure the redirected printer is also mobile-enabled else the job fails to print. For example, Printer1 is redirected to Printer2. Later, if you mobile-enable Printer1, you must ensure to mobile-enable Printer2 before sending a print job.
- ♦ When you redirect a Printer Agent, the iPrint Printer List Web page is automatically updated to install the redirected printer. This means when a user clicks to install a printer listed from the list page, the link has been updated to install the redirected printer.
For example, you redirect a Printer Agent that has the name of Printer_1_Color to a printer called Color_Printer. On the iPrint Printer List Web page, the user sees and clicks Printer_1_Color. After the printer is installed, the printer listed in the Windows Printer Folder is Color_Printer.
- ♦ Printers on maps are not automatically redirected. If you are using maps and you redirect the Printer Agent, you need to also update your map and republish it to show the newer Printer Agent. You should update the map before enabling Printer Agent Redirection because as soon as you enter a redirection URL, the link on the map is broken and any user clicking the link in the map receives an error.
- ♦ If you redirect a Printer Agent to another printer that is also being redirected, the iPrint client attempts to install the final destination printer; however, this might cause undesired results.
For example, if you have redirected Printer_1_Color to Color_Printer, and then redirect Printer_A to Printer_1_Color, the iPrint client attempts to install Color_Printer for Printer_A.
- ♦ You should enable Printer Agent Redirection before deleting a printer; otherwise, when the client accesses the Print Manager and cannot find the associated Printer Agent for an installed printer, the installed printer is deleted.
- ♦ WalkUp printers cannot be redirected.

IMPORTANT: If you are using iPrint Client Management, you should not use Printer Agent Redirection. Using Printer Agent Redirection for printers being used by iPrint Client Management can cause undesired results.

Instead, you should update iPrint Client Management with the desired printers.

Managing Printer Agent Redirection

Before deleting Printer Agents from a Print Manager, you should enable Printer Agent Redirection for iPrint printers by entering another printer URL. By adding the URL before deleting the printer, workstations can update to the newest printer.

The Printer Agent Redirection lists include NDPS and iPrint printers. If you enable redirection for NDPS printers, then install the iPrint client on the workstations and edit the UpgradeNDPSPrinter= entry in the `iprint.ini` file, NDPS printers can be upgraded. However, if you delete an NDPS Printer Agent, redirection is discontinued.

NOTE: By default, the `iprint.ini` file is located at: `/var/opt/novell/iprint/htdocs/iprint.ini`.

- 1 In iManager, click **iPrint > Manage Print Manager**.
- 2 Browse to and select a Print Manager.

3 Click **Printer Agent Redirection**.

4 For each Printer Agent you want to redirect, use the browse button to select the Printer object in eDirectory to ensure that you use the correct URL.

If the printer resides in a different tree, you can manually enter the URL in the following format: `ipp://server/ipp/pa_name` where *server* is the IP address or host name of the server and *pa_name* is the Printer Agent.

5 Click **Apply**.

Each URL is validated to ensure that the format is valid and that the Printer Agent is available. An error is displayed when the URL cannot be validated.

Managing Deleted Printer Agent Redirection

Each time a Printer Agent is deleted, it is moved to the Deleted Printer Agent Redirection list. Periodically, you should review this page and delete printers that are no longer being accessed or printers where redirection was not enabled.

1 In iManager, click **iPrint > Manage Print Manager**.

2 Browse to and select a Print Manager.

3 Click **Printer Agent Redirection > Deleted Printer Agent Redirection**.

4 Select the Printer Agents to delete.

Use **Printer Last Accessed Time** and **Printer Deleted Time** to determine if users are still attempting to access a specific printer and if sufficient time has passed that you can delete Printer Agents from the list.

5 Click **Apply**.

Each URL is validated to ensure the format is valid and that the Printer Agent is available. An error is displayed when the URL cannot be validated.

11.3.4 Managing Printers

Although the default settings let users print without additional configuration, you might want to modify some of those settings so that you can manage your printing resources most effectively.

- ♦ [“Creating Secure Printers” on page 158](#)
- ♦ [“Creating Additional Printers” on page 163](#)
- ♦ [“Deleting Printers” on page 164](#)
- ♦ [“Managing Printer Agents” on page 164](#)
- ♦ [“Using Printer Driver Profiles” on page 165](#)
- ♦ [“Enabling iPrint Direct” on page 168](#)
- ♦ [“Managing Print Jobs” on page 168](#)
- ♦ [“Using Printer Banner Pages” on page 169](#)
- ♦ [“Modifying the Printer’s Gateway Load Commands” on page 171](#)
- ♦ [“Configuring LPR Printers” on page 174](#)
- ♦ [“Configuring Job Holds” on page 174](#)

Creating Secure Printers

You can set up a secure printing environment by using the following methods:

- ♦ [“Setting Access Control for Your Print System” on page 158](#)
- ♦ [“Using SSL/TLS for Secure Printing” on page 161](#)
- ♦ [“Password Caching” on page 163](#)

Setting Access Control for Your Print System

Your print system is designed to take full advantage of eDirectory. You receive all the benefits of eDirectory security and ease of management provided by the industry’s most advanced and robust directory service. The Access Control feature lets you specify the access that each User, Group, or Container object has to your printing resources. Currently, access control for printers is only supported on the Windows iPrint Client.

Access control roles are mutually exclusive, even though the same individual might need to perform tasks reserved for different roles. For example, only Printer Managers can add or delete printer operators or printer users. In a similar way, managers and operators must also be designated as users for a printer before they can submit print jobs to it.

In actual implementation, the defaults prevent most problems that might occur from these distinctions. For example, a manager is automatically designated an operator and user, and an operator of a printer is automatically designated a user of that printer.

The creator of an object is automatically granted privileges for all available roles for the type of object being created.

The following sections describe some of the security issues and features you might find useful as you plan your print system setup:

- ♦ [“Setting Access Control for Printers” on page 158](#)
- ♦ [“Setting Access Control for the Print Manager” on page 160](#)
- ♦ [“Setting Access Control for the Driver Store” on page 160](#)

Setting Access Control for Printers

Printer security is ensured through the assignment of the manager, operator, and user access control roles and by the strategic placement of your printers and printer configurations.

- ♦ [“Printer Access Control Roles” on page 158](#)
- ♦ [“Assigning Printer Access Control Roles through Printer Objects” on page 159](#)

Printer Access Control Roles

Different User, Group, or container objects can have different access rights to the same printer. For example, if you want only certain users to be able to send jobs to a particular printer, you can specify which users should have access and what access roles each user should have.

The following table describes the rights and privileges associated with each of the printer access control roles:

Table 11-4 *Printer Access Control Roles*

Role	Description
Manager	<p>Tasks performed exclusively by the Manager are those that require the creation, modification, or deletion of objects, as well as other eDirectory administrative functions. Managers are automatically designated as Operators and Users, so they can perform all tasks assigned to those operator roles. Typical manager functions include the following:</p> <ul style="list-style-type: none">♦ Modifying and deleting Printer objects♦ Adding or deleting operators and users for a printer♦ Adding other managers♦ Configuring interested-party notification♦ Creating, modifying, or deleting printer configurations
Operator	<p>Operators are automatically designated as Users, so they can perform all tasks assigned to Users roles. Printer management tasks performed by the operator include the following:</p> <ul style="list-style-type: none">♦ Performing all of the functions available through the Printer Control page♦ Pausing, restarting, or reinitializing printers♦ Reordering, moving, copying, and deleting jobs♦ Configuring print job spooling <p>Operators cannot create, modify, or delete eDirectory objects or perform other eDirectory administrative functions.</p>
User	<p>Tasks performed by users include the following:</p> <ul style="list-style-type: none">♦ Submitting print jobs♦ Managing print jobs they own (users cannot copy, move, reorder, or remove jobs they do not own) <p>To simplify administration, the container a printer resides in is automatically assigned as a user for that printer, so all users in that container and its subcontainers can use that printer without being added to the list. You can delete the container from the list if you want to limit access to certain users, groups, or roles.</p>

Assigning Printer Access Control Roles through Printer Objects

Different User, Group, or Container objects can have different access rights to the same printer. For example, if you want only certain users to be able to send jobs to a particular printer, you can specify which users should have access and what access roles each user should be given.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to enable Access Control for.
- 3 Click the **Access Control** tab.
 - 3a For local eDirectory users.
 - 3b For Microsoft Identity users, refer to [“Configuring Printer ACLs” on page 127](#).

- 4 Add or delete Users, Groups, or Container objects to the different access control roles.
- 5 Click **OK**.

Setting Access Control for the Print Manager

Print Manager security is ensured through the assignment of the manager access control role.

- ♦ [“Print Manager Access Control Role” on page 160](#)
- ♦ [“Assigning the Manager Role for Print Managers” on page 160](#)

Print Manager Access Control Role

The only access control role available for the Print Manager is that of manager. The following table explains the tasks performed by the manager role:

Table 11-5 *Print Manager Access Control Role*

Role	Description
Manager	<p>Tasks performed exclusively by the manager are those that require the creation, modification, or deletion of print system objects, as well as other eDirectory administrative functions. Typical manager functions include the following:</p> <ul style="list-style-type: none">♦ Creating Printer Agents and Print Manager objects♦ Adding or deleting operators and users for a printer♦ Adding other managers♦ Configuring interested-party notification♦ Creating, modifying, or deleting printer configurations

Assigning the Manager Role for Print Managers

To create manager assignments for your Print Manager objects:

- 1 In iManager, click **iPrint > Manage Print Manager**.
- 2 Browse to and select the Print Manager you want to enable access control for.
- 3 Click the **Access Control** tab.
- 4 Add or delete Users, Groups, or containers to the manager role.
- 5 Click **OK**.

Setting Access Control for the Driver Store

The Driver Store security is ensured through the assignment of manager access control roles.

- ♦ [“Driver Store Access Control Roles” on page 161](#)
- ♦ [“Assigning Managers for the Driver Store” on page 161](#)

Driver Store Access Control Roles

The access control roles available to the Driver Store are manager and public access user. The following table explains these roles:

Table 11-6 *Driver Store Access Control Roles*

Role	Description
Manager	Tasks performed exclusively by the Driver Store manager are those that require the creation, modification, or deletion of Driver Store objects, as well as those that involve other eDirectory administrative functions. Typical manager functions include the following: <ul style="list-style-type: none">♦ Creating, modifying, and deleting Driver Store objects♦ Adding other managers♦ Adding resources to the Driver Store
Public Access User	A public access user is a role assigned to all entities on the network that are users of resources provided by the Driver Store. This role is assigned by default and does not require specific administrative action by the Driver Store manager. Typically, Print Managers refresh their cached copies of printer drivers for the printers they are hosting with updated printer drivers from the Driver Store.

Assigning Managers for the Driver Store

To create Manager assignments for your Driver Store objects:

- 1 In iManager, click **iPrint > Manage Driver Store**.
- 2 Browse to and select the Driver Store you want to enable access control for.
- 3 Click the **Access Control** tab.
- 4 Add or delete Users, Groups, or Containers to the manager role.
- 5 Click **OK**.

Using SSL/TLS for Secure Printing

Secure printing takes advantage of SSL, which requires users to authenticate with their eDirectory usernames and passwords. Users authenticate once per eDirectory tree per session. Between the client and the Print Manager, the print data is encrypted and all print communication uses port 443. Without secure printing, the printer is available to anyone inside the firewall on the network and the print data is not encrypted to the server. Secure printing works in conjunction with the security level set for the printer. All print data between the server and the printer is not encrypted because most printers do not support encrypted data. Also, when you enable iPrint Direct, data is not encrypted between the client and the printer.

If you are using the latest iPrint Client and server software, iPrint automatically attempts to use TLS for printing on port 631. TLS printing supports encrypted and non-encrypted print communication through port 631. Whether or not encryption is used is dependent on the secure printing setting of the Printer Agent. If secure printing is enabled on a printer, the user is required to authenticate, and the print data is encrypted. If secure printing is not enabled, the user does not authenticate and the print data is not encrypted.

Beginning with iPrint Client 4.05, both non-secure and secure printing URLs use `ipp://`.

- ♦ [“Enabling SSL/TLS” on page 162](#)
- ♦ [“Saving Passwords for Secure Printers” on page 162](#)
- ♦ [“Configuring TLS Printing with Proxies” on page 162](#)

Enabling SSL/TLS

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the Printer object you want to modify.
- 3 Click **Client Support > iPrint Support**.
- 4 Select the **Enable Secure Printing** check box.
If a WalkUp printer is selected this option is not available. All WalkUp printers are secure printers.
- 5 Click **Apply** or **OK** to update the printer settings.

Saving Passwords for Secure Printers

When users print to a secure printer, they are prompted for the eDirectory username and password. Users can select to have their workstations remember their password for printing. For Windows NT/2000 users, passwords are saved on a per-user basis.

Configuring TLS Printing with Proxies

To use a proxy with secure printing:

- 1 Create a file in `/etc/opt/novell/httpd/conf.d` named `mod_proxy.conf`.
- 2 Add the following lines to the file:

```
LoadModule proxy_module /usr/lib/apache2-worker/mod_proxy.so
LoadModule proxy_connect_module /usr/lib/apache2-worker/
mod_proxy_connect.so
LoadModule proxy_http_module /usr/lib/apache2-worker/mod_proxy_http.so

# This is the port the proxy will listen on
Listen 8080

ProxyRequests On
ProxyVia On
<Proxy *>
    Order deny,allow
    Allow from All
</Proxy>
AllowCONNECT 631 443
```
- 3 Set the proxy port on the client to 8080.
- 4 Restart Apache.

To set up a Squid proxy:

IMPORTANT: Implementing the following changes lets your users print using TLS; however, there are security risks involved. Contact your Security Administrator before completing these steps.

- 1 Rename the Squid configuration file by using the following command: `mv /etc/squid/squid.conf /etc/squid/squid.conf.orig`
- 2 Create a new `/etc/squid/squid.conf` file.
- 3 Add the following lines to the file:

```
http_port 3128

#acl all src all
acl manager proto cache_object
acl localhost src 127.0.0.1/32
acl to_localhost dst 127.0.0.0/8
acl SSL_ports port 80 443 563 631
acl Safe_ports port 80          # http
acl Safe_ports port 21          # ftp
acl Safe_ports port 443 563 631 # https, snews
acl Safe_ports port 70          # gopher
acl Safe_ports port 210         # wais
acl Safe_ports port 1025-65535  # unregistered ports
acl Safe_ports port 280         # http-mgmt
acl Safe_ports port 488         # gss-http
acl Safe_ports port 591         # filemaker
acl Safe_ports port 777         # multiling http
acl CONNECT method CONNECT

aclipp_access port 631
http_access allow all
miss_access allow all
http_access allow CONNECTipp_access
http_reply_access allow all
icp_access allow all
miss_access allow all
ignore_expect_100 on
```

- 4 Set the proxy port on the client to 3128.
- 5 Restart Squid.

Password Caching

When users change their passwords, secure printers might continue printing with the old password for up to 10 minutes. This is caused by caching inside the iPrint LDAP authentication module, and affects only the users created inside the local eDirectory tree on iPrint Appliance.

Creating Additional Printers

Before creating additional printers, ensure that you meet the following prerequisites:

- ☐ Have the Supervisor right for the destination container where its associated Printer object is to reside.

- ☐ Be designated as a manager of the Print Manager that controls this printer.
- ☐ Have a Driver Store running.
- ☐ Have a Print Manager running.

To create additional printers:

- 1 In iManager, click **iPrint > Create Printer**.
- 2 Fill in the fields.
Click **Help** for explanations about the fields.
- 3 Click **OK**.
- 4 Click **Next**, then select the drivers for this printer.

If the printer drivers for this printer are not listed, you can still create the printer. After the printer is created, you can add the printer drivers to the Driver Store and then associate the drivers to the printer by clicking **Manage Printer > Drivers**.

These drivers are automatically downloaded to users' workstations when they install the printer in the future.

Because the list of printer drivers included with this product is limited, you can add drivers to the Driver Store. See "[Updating Printer Drivers](#)" on page 142 for more information.

If you do not select a driver, users are prompted to provide a disk with the appropriate driver the first time they install this printer on their workstations.

- 5 Click **Next** to create the printer.

Deleting Printers

You use iManager to delete existing Printer Agents. Before deleting a Printer Agent, ensure that the agent is no longer being used by running an report on the printer or by using [Printer Agent Redirection](#) to redirect the printer for a period of time before deleting it.

WARNING: Deleting a printer permanently removes the printer from the Print Manager. You cannot use Printer Agent Redirection. The printer is automatically removed from workstations the next time the workstation communicates with the Print manager.

- 1 In iManager, click **iPrint > Delete Print Object**.
- 2 Browse to and select the objects you want to delete.
- 3 Click **OK**.

Managing Printer Agents

You use iManager to manage Printer Agents. You can start up and shut down a Printer Agent, pause and resume input and output, view printer information, set configuration settings, and change the printer drivers.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to manage.
- 3 Use the tabbed property pages to complete the task you want.

Using Printer Driver Profiles

A printer driver profile allows you to set the driver defaults for a Windows printer driver. When you associate the printer driver profile to a printer, the printer is installed and configured with your defined settings. For example, in a law office you might want the default paper size to be legal size. This means that every time the printer and its corresponding driver is installed on a workstation, the paper size is set to legal size.

When creating a printer driver profile, you work directly with a platform-specific printer driver; so you should create and modify profiles from the same operating-specific platform as the printer driver. For example, to create or modify a Windows 2000 printer driver profile, you must access iManager and complete the task from a Windows 2000 workstation.

Use the Bi-Directional driver option to enable the selected printer driver to communicate with the printer. Bi-Directional communication allows the driver to communicate with the printer and discover its capabilities. This enables you to create more detailed profiles. Bi-Directional drivers communicate with the printer during profile creation. If your printer is not reachable from the client during profile creation, only basic profiles are created. When you create a profile for Bi-Directional drivers, you must provide a Printer Agent.

Use the Universal Printer Driver (UPD) model to simplify the task of managing the vast array of printer makes and models. This model allows the printer vendor to create a single printer driver that works with most of the printer and multifunction devices that the vendor manufactures. With this innovation, the Administrator/User no longer needs to install a unique driver for each and every printer model, but uses one driver to communicate with their devices.

Installing the UPD on the iPrint server (NetWare or Linux) is the same as installing individual drivers. Use iManager to upload the driver to the Broker or Driver Store and then assign this driver to the printers. You should use the latest iManager and also the latest support packs/updates for the iPrint server. The latest updates include support for Windows 7, printer driver profile updates, and enhancements for bidirectional communications, which are necessary for UPD function and printer driver profile creation.

You can create, copy, delete, and modify the printer driver profiles.

- ♦ [“Creating a Printer Driver Profile” on page 165](#)
- ♦ [“Modifying a Printer Driver Profile” on page 166](#)
- ♦ [“Copying a Printer Driver Profile” on page 167](#)
- ♦ [“Deleting a Printer Driver Profile” on page 167](#)
- ♦ [“Associating a Printer Driver Profile with a Printer” on page 167](#)

Creating a Printer Driver Profile

- 1 In iManager, click **iPrint > Printer Driver Profile**.
- 2 Browse to and select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.
- 3 From the **Select operation** drop-down menu list, select *Create Printer Driver Profile* and click **OK**.
- 4 In the Create driver profile window, perform the following tasks:
 - 4a Specify the Driver Profile name.

You can create a new driver profile or you can use the existing driver profile.

- 4b** To create a new driver profile, select *Create new driver profile* and then select the driver for new profile from the list.

NOTE: If you are enabling printer communication for a WalkUp printer, you must select the driver of a non-WalkUp printer. Ensure the same driver is used for WalkUp printer.

- 4c** To use the existing driver profile, select *Create using existing driver profile* and then select the driver profile from the list of existing driver profiles.

The associated printer model of the selected driver profile is displayed.

- 4d** To enable printer communication, select the *Requires printer communication* check box.

- 4e** Specify the name of the existing Printer Agent in the *iPrint Printer name* field. The driver profile is created and associated with the printer model.

Ensure that your printer is reachable from the client during profile creation, or only basic profiles are created.

NOTE: Do not specify a WalkUp printer because it is a virtual print queue and not associated with a printer model. Instead specify a non-WalkUp printer.

- 4f** Click *Next*.

The Loading Driver Configuration window appears and shows the progress.

- 4g** When the driver profile is loaded, the Save Driver Profile page is displayed. Click *Next*.

The complete page opens.

- 4h** Click *OK*.

The driver profile is created.

After creating a printer driver profile, you must associate it with a printer. For information on associating the driver profile, see [“Associating a Printer Driver Profile with a Printer” on page 167](#).

Modifying a Printer Driver Profile

- 1 In iManager, click **iPrint > Printer Driver Profile**.
- 2 Browse to and select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.
- 3 From the **Select operation** list, select *Modify Printer Driver Profile* and click *OK*.
- 4 Select the *Driver Profile* that you want to modify and click *Next*.
- 5 (Optional) Specify the name of the existing Printer Agent in the *iPrint Printer name* field and click *Next*.

Ensure that the printer model matches the profile printer model.

This option is displayed only if the printer model is displayed.

The printer model is displayed if you have selected **Requires printer communication** when creating the printer driver profile.

The Loading Driver Configuration window is displayed to indicates the progress.

- 6 When the driver configuration is completed, the Modify Driver Profile page is displayed. Click *Next*.
The complete page is displayed.
- 7 Click *OK*.
The driver profile is modified.

Copying a Printer Driver Profile

- 1 In iManager, click **iPrint** > **Printer Driver Profile**.
- 2 Browse to and select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.
- 3 From the Select operation drop-down list, select *Copy Printer Driver Profile*, then use the *Destination printer manager name* list to select the Printer Manager where you want to copy your driver profile. Click *OK*.
- 4 Select the *Driver Profiles* that you want to copy and click *Next*.
The complete page is displayed.
- 5 Click *OK*.
The driver profile is copied.

Deleting a Printer Driver Profile

- 1 In iManager, click **iPrint** > **Printer Driver Profile**.
- 2 Browse to and select the Print Manager where the driver profile that you want to delete is stored.
- 3 From the **Select operation** drop-down list, select *Delete Printer Driver Profile* and click *OK*.
- 4 Select the driver profiles that you want to delete and click *Next*.
The complete page is displayed.
- 5 Click *OK*.
The driver profile is deleted.

Associating a Printer Driver Profile with a Printer

- 1 In iManager, click **iPrint** > *Manage Printer*.
- 2 Browse to and select the printer you want to modify.
- 3 Click **Drivers** > *Drivers Platform*.
- 4 Select the printer driver from the list of available drivers.
- 5 Select the profile that you want to associate with this printer from the list of **Available Driver Profiles for Selected Driver**.
If you do not want a profile to be associated, select **None**.
- 6 Click **OK** to save the changes.

Enabling iPrint Direct

A printer that is enabled for iPrint Direct sends print jobs directly to the printer instead of sending the job to the Print Manager first. A job is sent to the printer in LPR or raw 9100 format, depending on the setting in the gateway autoloading command for the printer. Although this greatly reduces server communication, the ability to audit print jobs is lost. iPrint Direct supports direct banner printing (if the banner is already configured) and driver updates. The printer information is gathered directly from the printer by using SNMP.

NOTE: Direct Banner for iPrint Direct is supported only on Windows.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer for which you want to enable iPrint Direct printing.
- 3 Click **Client Support > iPrint Direct**.
- 4 Select the **Enable iPrint Direct Printing** option.
This option is not available for a WalkUp printer.
- 5 Click **OK**.

NOTE: For detailed information on iPrint Direct, see *Technical Information Document* ([TID#7001343](#)) on the Novell Support Site.

Managing Print Jobs

The following sections provide specific information about the print job management features. Users designated as managers or operators for a printer can perform these tasks for all jobs routed to that printer; individual job owners can perform these tasks only for their own print jobs.

- ♦ “Viewing Print Job Information” on page 168
- ♦ “Deleting Print Jobs” on page 168
- ♦ “Changing the Order of Print Jobs” on page 169

Viewing Print Job Information

You can view information about individual print jobs waiting to be processed by a specific printer.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer the job was sent to.
- 3 Click **Printer Control > Jobs**. Information about the print jobs is displayed.
If a WalkUp job is selected the **Pause**, **Resume**, and **Promote** buttons are not available.

Deleting Print Jobs

Administrators can delete any print job after it has been submitted if the job has not yet started printing. Users can delete only their own print jobs.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer the job was sent to.

- 3 Click **Printer Control > Jobs**.
- 4 Select the check box next to the job you want to delete.
- 5 Click **Delete**.

Changing the Order of Print Jobs

Occasionally, you might need to print a job ahead of other jobs that have already been submitted to a printer but have not yet started printing. Administrators, managers, and operators can move any job up or down the list. Users can move only their own jobs, and can move them only down the list.

- 1 In iManager, click **iPrint > Manage Printer**.
 - 2 Browse to and select the printer the job was sent to.
 - 3 Click **Printer Control > Jobs**.
 - 4 Select the check box next to the job you want to modify.
 - 5 Click **Promote** to move a print job up the list.
- If a WalkUp job is selected the **Promote** button is not available.

Using Printer Banner Pages

Banner pages create a cover sheet for each print job that a printer produces. You use the Printer Banner Configuration task to customize the information printed on a banner to your needs. If you select to display eDirectory information such as the eDir e-mail address, the Print Manager needs rights to read these attributes. Follow the steps in [“Using eDirectory Attributes with Custom Banners” on page 170](#).

- ♦ [“Configuring a Custom Banner” on page 169](#)
- ♦ [“Associating a Custom Banner to a Printer” on page 170](#)
- ♦ [“Using eDirectory Attributes with Custom Banners” on page 170](#)

Configuring a Custom Banner

- 1 In iManager, click **iPrint > Printer Banner Configuration**.
 - 2 Browse to and select the Print Manager you want.
 - 3 Select an operation and click **OK**.
- Create Custom Banner:** Lets you create a new custom banner.
- Delete Custom Banner:** Lets you delete an existing banner.
- Modify Custom Banner:** Lets you edit the settings of an existing custom banner profile.
- 4 Complete the fields with the information you want. If you create multiple banners, you should use banner names that are descriptive enough to identify them when you associate the banner to a printer.
 - 5 Select the **Banner Text Location**.

This is where the banner option information appears on the banner page. The banner information is grouped together and then placed as a unit either starting at the top of the page, centered on the page, or starting at the bottom of the page.

- 6 Select the banner options you want and the font size you want to display the information.
- 7 Click **OK** to save the changes.

Associating a Custom Banner to a Printer

- 1 In iManager, click **iPrint > Printer Banner Configuration**.
- 2 Browse to and select the Print Manager where the Printer Agents are hosted.
- 3 Select **Assign Custom Banner**, then click **OK**.
- 4 From the **Custom Banner** drop-down list, select the banner you want.
- 5 Select the check box next to each printer you want this banner associated with.

When you select the check box, the banner name appears in the **Assign Banner** field. To associate a different banner, select the desired banner from the **Custom Banner** drop-down list, and select the check box for the printer you want to change. If you do not want a banner to be used, select **None**.

You can also assign banners when you use the Manage Printer task.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to modify.
- 3 Click **Configuration > Custom Banners**.
This option is not available for a WalkUp printer.
- 4 In **Available Banners**, select the banner that you want this printer to use.
- 5 Click **OK** to save the changes.

If you select to display eDirectory information such as the eDir e-mail address, the Print Manager needs rights to read these attributes. Follow the steps in [“Using eDirectory Attributes with Custom Banners” on page 170](#).

Using eDirectory Attributes with Custom Banners

Custom banners lets you select the information you want displayed on the banner page. Some of the banner options use information contained in eDirectory. In order for the Print Manager to obtain this information, you must modify the trustee rights and give the Print Manager read rights to these properties. Because rights flow down the eDirectory tree, you can assign the trustee right at a container level above the users, or to the tree.

- 1 In iManager, click **Rights > Modify Trustees**.
- 2 Select the container or tree where you want to modify the rights.
- 3 Click **Add Trustee**, then select the Print Manager object.
- 4 Click **Add Property**, then select the **Show All Properties in Schema** check box.
- 5 Select the attributes that you want:

Banner Option	eDirectory Property
eDir mail stop	mailstop
eDir e-mail address	EMail Address
eDir location	L
eDir telephone number	Telephone Number
eDir user first name	Given Name
eDir user full name	Full Name
eDir user last name	Surname

- 6 Click **OK**.
- 7 Ensure that at least the Read right is selected.
- 8 Click **Done**.

NOTE: If your client, printer, and server are not all configured for the same language, you might experience problems with the output of your banner pages, such as the job name being corrupted. If you are working in this type of mixed environment, you should consider not using banner pages.

Modifying the Printer's Gateway Load Commands

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to modify.
- 3 Click **Configuration > Gateway**.
This option is not available for a WalkUp printer.
- 4 Edit the gateway autoload command.

The following table describe the gateway load commands and parameters:

Gateway Load Parameters	Description
NOIPP	iprint-gateway will switch to SNMP instead of IPP (the default) to communicate with printers and obtain their attributes.
NONSECUREIPP	On non-secure port 631, the iprint-gateway will connect with printers using IPP (by default).
NOSNMP_NOIPP	Printers won't receive any communication from iprint-gateway. Additionally, the <code>psmstatus</code> page will continue to provide the most recent values of the printer's attributes (consistent with current behavior). Remove this configuration from the gateway load command, then restart the printer to get the updated value.
IPRINTGW	The gateway executable that is loaded for the Printer Agent.
PA=	The name of the Printer Agent to be supported by this gateway instance.
PORT=	The port on the physical printer to be used for print job submission. Valid values are: LPR: Specifies the LPR print protocol and resolves to the standard LPR port - 515. RAW: Specifies the RAW print protocol and resolves to the default RAW port - 9100 unless the port number is specified separately in the load string. Port 91 can also be used instead of 9100. Number: The actual port number for the physical printer. NODATA: Specifies the LPR print protocol, but document data is not submitted to the physical printer. NULL: SNMP and ping are disabled for this gateway instance. Document data is not submitted to the physical printer.
STRICTLPR	Limits the port number on the gateway side of LPR communication to the standard LPR range of sockets (721 - 1020). This parameter is needed only for some older printers that enforce the range of ports specified by the original LPR specification for LPR clients.
HOSTADDRESS= HOSTNAME= HOST= IPADDRESS=	Any of these specifies the hostname / IP address for the physical printer to be supported by this gateway instance. NOTE: If the hostname / address value has :nn at the end of the value, the port number for the printer is derived from this value. However, the most common approach is to specify the port with the PORT= parameter.
PRINTERNAME= PRINTER=	The printer / queue name for LPR protocol print sessions to the physical printer. The default value is PASSTHROUGH.

Gateway Load Parameters	Description
USERNAME_CN	<p>Passes only the user name for LPR communication.</p> <p>For example, if the user name is <i>admin</i> and container is <i>novell</i>, then on passing this parameter, the user name passed is "<i>admin</i>". If this parameter is not passed, the user name is passed in FQDN format (<i>admin.novell</i>).</p>
USERNAME_TRUNCATED	Truncates the length of the user name to 31 characters as per standard LPR protocol.
GETCOMMUNITYSTRING= GET=	Specifies the community string for SNMP requests. This is only needed when a printer has been configured with a community string that is different from the default string "public".
SQUERYACTIVE=	Specifies the interval between SNMP requests to the physical printer while the printer is idle. The default value is 300 seconds (5 minutes).
SPOLL=	Specifies the interval between SNMP requests to the physical printer while the printer is active or idle.
SETCOMMUNITYSTRING=	Sets the community string to be used for the <code>SNMPGet</code> and <code>GetNext</code> requests.
JPOLL=	<p>Sets the job polling interval (in seconds).</p> <p>NOTE: When the JPOLL option is not set, the job polling interval is 2 seconds.</p>
NOSNMP	Disables SNMP requests for this gateway instance to its respective physical printer.
WAITONPRINTER=	<p>Specifies the number of minutes to timeout for communication to the physical printer.</p> <p>NOTE: For write attempts, this parameter is only effective if the value is greater than the minimum default timeout value. If SNMP is disabled by the NOSNMP or the NULL parameter, the minimum default is 15 minutes. If SNMP is active, the minimum default is 5 minutes.</p>
THROTTLE=	Specifies a delay of nn seconds while establishing communication with the physical printer and between print jobs. This is primarily used for solving a problem where the end of a job is lost when submitting an LPR job to a windows system.
KYOCERA=	Sets the Printer Manufacturer (Make) attribute for this Printer Agent to "Kyocera".
RICOH=	Sets the Printer Manufacturer (Make) attribute for this Printer Agent to "Ricoh".
TROY=	This has no effect.

- 5 Click **OK** to save the changes.

Configuring LPR Printers

To complete the LPR configuration, users need to know the LPR Host and the LPR Printer/Queue information, which is the Printer Agent name, provided in iManager. The iPrint Client is not required for LPR printing.

UNIX, Macintosh, and other LPR clients can print to iPrint printers through LPR.

IMPORTANT: In order for LPR to work, the Printer Agent name cannot contain spaces. If it does, you need to re-create the Printer Agent or select a different printer.

To set up an iPrint printer to accept LPR print jobs, you need to enable LPR/LPD printing for the printer.

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to enable LPR printing for.
- 3 Click **Client Support > LPR Support**.

This option is not available for a WalkUp printer.

- 4 Select the **Enable LPR/LPD Client Support** check box.

The **LPR Host** and **LPR Printer/Queue** fields display information required when setting up printing for Macintosh, UNIX, or other LPR clients.

LPR Host: The server name where the Print Manager is running.

LPR Printer/Queue: The same as the Printer Agent's name. The Printer Agent name cannot contain any spaces; otherwise, LPR does not work properly.

- 5 (Optional) Enable the following options:

Filter All LF to CRLF and Append FF to Jobs: Selecting this check box changes bytes in the LPR data stream of all incoming LPR print jobs from Line Feeds to Carriage Returns with Line Feeds and appends a Form Feed to the end of the print job. Typically, these changes are made at the LPR client; however, if you are sure of your users' configurations, you can implement this option.

Address Ranges: Add an address range only if you want to restrict access to this printer to LPR clients within the address range. When the list is empty, all addresses are allowed to print (default).

- 6 Click **Apply** or **OK** to update the printer settings.
- 7 From the UNIX, Macintosh or other LPR client, set up a printer using the LPR Host and LPR Printer/Queue information displayed in [Step 4](#).

Configuring Job Holds

- 1 In iManager, click **iPrint > Manage Printer**.
- 2 Browse to and select the printer you want to modify.
- 3 Click **Configuration > Job Holds**.

This option is not available for a WalkUp printer.

- 4 Modify the settings.

Operator Hold: A job does not print until the operator releases it.

User Hold: A job does not print until the user who has submitted the job releases it.

- 5 Click **OK** to save the changes.

11.3.5 Using iPrint Client Management

iPrint Client Management (iCM) includes functionality similar to the Remote Printer Management feature included in Novell Distributed Print Service, which lets you designate printers to be installed on a workstation when a user logs in to the workstation using the Novell Client. Previously, this functionality was only available with NDPS printers, but now it is available for iPrint printers. iCM also lets you control the iPrint Client configuration, making it easier to configure the iPrint Client without visiting each workstation. When the user logs in to the workstation using the Novell Client, the iPrint Client settings you designate are configured on the user's workstation.

iCM is available for Windows 2000/XP/2003/2008/Vista/7/8/8.1/2012/2012 R2 workstations, and requires the following:

- ♦ iPrint iManager plug-in for Linux or the iPrint iManager plug-in for NetWare dated May 2006 or later
- ♦ Novell iPrint Client v4.17 or later (install after the Novell Client)
- ♦ `iprint.ini`
- ♦ eDirectory schema update from NetWare 6.5 Support Pack 8 or later.

NOTE: iPrint Client Management does not support dynamic groups.

IMPORTANT: Novell iPrint Windows Client components of version 5.72 and later do not require the Novell Client. However, Novell iPrint Windows Client components of versions prior to 5.72 need Novell Client 4.91 for Windows 2000/XP/2003 or later. For more information, see “[Configuring iCM for Windows / Active Directory \(AD\) environments without Novell Client](#)” on page 177.

All of the required components are included in NetWare 6.5 Support Pack 8 except the Novell Client 4.91 for Windows 2000/XP, which is available from the [Novell Support Web site \(http://support.novell.com/produpdate/patchlist.html#client\)](http://support.novell.com/produpdate/patchlist.html#client).

The iPrint iManager plug-ins also work with Mobile iManager. Mobile iManager is available at [Novell Downloads \(http://download.novell.com/SummaryFree.jsp?buildid=BJosshLid0~\)](http://download.novell.com/SummaryFree.jsp?buildid=BJosshLid0~).

NOTE: You can install the iPrint iManager plug-in for NetWare NPM on Mobile iManager or iManager running on NetWare. You can install the iPrint iManager plug-in for Linux on Mobile iManager or iManager running on Linux or NetWare. Depending on your iManager configuration, you might see two **iPrint** roles. The **iPrint** role is for iPrint running NetWare tasks, and, the **iPrint (Linux)** role is for iPrint running Linux tasks.

With iCM, you manage a set of attributes on a given eDirectory tree regardless of whether the printers are hosted on an Open Enterprise Server NetWare or a Linux server, because iCM is configured and managed through eDirectory objects.

Use the following information to install and configure iCM:

- ♦ [“Understanding the Schema Update” on page 176](#)
- ♦ [“Deploying iPrint Client Management” on page 176](#)
- ♦ [“Configuring iCM for Windows / Active Directory \(AD\) environments without Novell Client” on page 177](#)
- ♦ [“Managing iPrint Client Settings” on page 177](#)
- ♦ [“Automatically Installing Printers” on page 178](#)
- ♦ [“Using Advanced Settings” on page 179](#)
- ♦ [“iCM in OES Environment” on page 180](#)
- ♦ [“iCM with iPrint Appliance” on page 181](#)

Understanding the Schema Update

iPrint Client Management requires you to extend the eDirectory schema. The `iprint.sch` file (found in `- /opt/novell/sch/iprint.sch`) contains the schema extension, which adds some optional attributes to Organization, Organizational Unit, Groups, and User object class definitions. The attributes are:

- ♦ `iPrintiCMPrinterList`
- ♦ `iPrintiCMClientTrayURI`
- ♦ `iPrintiCMClientProxyURI`
- ♦ `iPrintiCMClientFlags`

Users should be able to read these new attributes on their user objects; however, if you plan to configure iCM at an Organization, Organizational Unit, or Group object level, users might need the Read right to read the attributes. The first time you access iCM on an Organization, Organizational Unit, or Group object in iManager, iManager attempts to assign the Read right to the attributes. Then users should be able to read these attributes through inheritance on subcontainers and groups. If iManager cannot assign the read right to the Organization, Organizational Unit, or Group object, your configuration is saved, but a message appears explaining that rights to the attributes could not be granted. You need to grant rights to these iPrint attributes by using either the eDirectory Administration or Trustee task in iManager.

TIP: To avoid multiple explicit rights assignments for the iCM attributes, you should make your first iCM assignment as high in the eDirectory tree as possible so that the rights can flow down the tree. You could even make an iCM assignment so that the Read right is set, and then disable the iCM assignment because this does not remove the Read right to the attributes.

Deploying iPrint Client Management

- 1 Distribute the iPrint Client version 4.26 or later.

If the iPrint Client is already distributed, see [“Updating the iPrint Client” on page 205](#).

If you use `iprint.ini` to distribute the iPrint Client, you need to allow enough time for users to update to the new client before configuring iCM. If you do not allow enough time, the client attempts to update a workstation at the same time it is trying to deploy the settings in iCM.

2 Configure iPrint Client Management in iManager.

See “[Managing iPrint Client Settings](#)” on page 177 or “[Automatically Installing Printers](#)” on page 178 for more information.

Configuring iCM for Windows / Active Directory (AD) environments without Novell Client

The Novell iPrint Windows Client (version 5.72 and later) now supports Windows / Active Directory environments without the Novell Client. This new feature provides shared authentication with the Windows Login, and also supports iCM for printer distribution and client settings. The following prerequisites should be met:

- ♦ Synchronization of users, groups, and containers (via Novell Identity Manager or a similar synchronization tool)
- ♦ Standardization on LDAP user names that require unique user names and require the uniqueID attribute to be set

Managing iPrint Client Settings

You can standardize the iPrint Client settings for users by using iCM Client Configuration to define the attributes for an Organization, Organizational Unit, Group, or a User Object. The attributes are delivered as a complete set, meaning that if you change only one attribute, all of the attributes are delivered to the client. The changes are not additive, so you cannot change the value of an attribute for an object and change the value of a different attribute on another object. Only the set of attributes closest to the user’s object are used.

When a user logs in, iCM walks up the tree from the user’s container to the highest container in the user’s fully distinguished name. Then iCM starts applying the iCM attributes in each container as it walks back down to the user object. Then the user’s group membership list is queried for the same attributes. Those closest to the User object have a higher priority. The set of attributes on or closest to the User object is always used.

WARNING: Using iCM on group objects can simplify making assignments, but using iCM on multiple groups can cause undesired results. You should create a new Group object with a descriptive name so that you can control the desired results for users that you assign to that group.

To configure the iCM client attributes:

- 1 In iManager, click **iPrint > iPrint Client Management**.
- 2 Browse to and select the Organization, Organizational Unit, Group, or User object you want to automatically configure iPrint Client Settings for.
- 3 Click **Client Configuration**.
- 4 Configure the attributes you want for the iPrint Client on the workstation.
Click **Help** for explanations about the attributes.
- 5 Click **OK** to save the changes.

Automatically Installing Printers

iPrint Client Management Printer Configuration lets you designate printers to be downloaded and installed automatically on user workstations when users log in to the network. These printers appear in the user's printers folder, ready for use. You can also use this feature to remove printers, assign a printer to be the default printer, and set a printer to be a temporary printer so that it is removed when the workstation is rebooted.

ICM configures printers on workstations based on assignments made on the User object, Group object, Organization, and Organizational Unit container. When you use iManager to designate a printer for automatic installation on a user's workstation, the associated eDirectory Container, Group, or User object is updated with this information.

The actions taken are cumulative, meaning that action is taken for each assignment you made. For example, if you add two printers at one level, then add three more printers at another level, the workstation has all five printers installed. If you have more than one printer set as the default, the last printer installed is set as the default.

When a user logs in, ICM starts searching at the highest container in the user's full distinguished name, looking for the iCM Printer Configuration associated to containers and groups. The search continues through subcontainers down to the User object. Printers continue to be added or removed to the workstation as specified by iCM. If the **Allow Only Specified Printers to Reside on Workstation** option is enabled, any actions to printers specified above that container or group in the user's fully distinguished name are ignored, but any actions to printers specified between that point and the User object are taken.

- ♦ If the client finds a printer designated for installation that has not yet been installed, it is automatically installed.
- ♦ If a currently installed printer is added to the **Printers to Remove** list, that printer is automatically uninstalled.
- ♦ If you designate a different printer to be the default, the change is made.
- ♦ Using **Do Not Update Workstations** turns off iCM for printers at that container, group or user, but actions for iCM printers found on other containers or groups are taken.

WARNING: Using iCM on group objects can simplify making assignments, but using iCM on multiple groups can cause undesired results. You should create a new Group object with a descriptive name so that you can control the desired results for users that you assign to that group.

To automatically install printers:

- 1 In iManager, click **iPrint > iPrint Client Management**.
- 2 Browse to and select the Organization, Organizational Unit, Group or User object you want to automatically install printers for.
- 3 Configure the attributes you want for the **Printer Configuration** option.
Do Not Update Workstations: iCM for printers is disabled and printers are not installed or removed from workstations. Printers already installed are not altered.
Allow Only Specified Printers to Reside on Workstations: Allows only the iPrint printers specified in the **Printers to Install** list to reside on the workstation. All other iPrint printers on the workstation are removed. Non-iPrint printers are not affected.
- 4 Use the buttons to modify the **Printers to Install** list.

If you select a printer to be the default and want to remove the Set as Default attribute, click the button next to to the **Default Printer** field.

- 5 Modify the **Printers to Remove** list.
- 6 Click **OK** to save the changes.

Using Advanced Settings

The iPrint Client Management Advanced Settings page lets you configure how far up the eDirectory tree iCM should look for iCM client settings and printers. You can also configure whether the iCM results dialog box should display on the workstations, which is useful for troubleshooting the iCM results.

- 1 In iManager, click **iPrint > iPrint Client Management**.
- 2 Browse to and select the Organization, Organizational Unit, Group or User object you want to configure the settings on.
- 3 Click **Advanced Settings**.
- 4 Configure these settings as needed:

Ignore iPrint Client Management (iCM) settings on parent containers: Limits the scope used to find iCM client settings and assigned printers to the object where the assignment is made and below. You can enable this setting on User, Group, and Container objects. You should enable this setting to limit traffic on the network, especially across slow network links.

When a user logs in, iCM checks the User object and group memberships, then it walks up the eDirectory tree from the user object to the root-most container to determine where iCM assignments have been made. If iCM encounters the Ignore Settings on Parent Containers attribute, iCM stops walking up the tree on that object. Then, iCM implements the iCM client settings and printers on the workstation.

To determine the iCM printers for the workstation, iCM searches down to the User object, adding and removing iCM printers as specified on each Container, Group, or User object. For iCM client settings, iCM uses the set of iCM client attributes closest to or on the User object.

The attributes are delivered as a complete set, meaning that if you change only one attribute, all of the attributes are set on the client. The changes are not additive, so you cannot change the value of one attribute for an object and change the value of a different attribute on another object. Only the set of attributes closest to or on the user's object are used.

The following table describes the behaviors when enabling this setting on different objects.

Object	Behavior
User	Only the iCM client settings and printers assigned to the User object are used. iCM does not check any group memberships, the User object's container, or parent containers.

Object	Behavior
Group	<p>iCM checks assignments on the User object and all associated groups, but does not check the User object's container or parent containers. All group memberships are read and assignments are considered even if this setting is enabled on just one group. This is useful if you want to apply iCM client settings or assigned printers from a group membership, but do not want any iCM client settings or assigned printers from the User object's container.</p> <p>IMPORTANT: Using iCM on Group objects can simplify making assignments, but using iCM on multiple groups could cause undesired results. You should create a new Group object with a descriptive name so that you can control the desired results for users that you assign to that group.</p>
Organization or Organizational Unit	iCM checks assignments on the user object, all associated groups, and each container up to a parent container where this setting is enabled.

Display iCM results in a dialog box on workstations: Displays a window on the workstation that shows the printers that were installed and removed.

- 5 Click **OK** to save the changes.

iCM in OES Environment

Traditionally iCM was used in the following methods:

- ♦ [“iCM with Novell Client” on page 180](#)
- ♦ [“iCM without Novell Client” on page 180](#)

iCM with Novell Client

In OES iPrint, when a user logs in to the corporate eDirectory using the Novell Client, the iCM settings are pushed to the user's machine.

iCM without Novell Client

In iPrint Appliance, users cannot login directly using the Novell Client. This is because iPrint Appliance syncs only user names from the corporate eDirectory, but not the passwords. For iCM to work with iPrint Appliance, you can use one of the following methods:

- ♦ Novell Client users continue to login to the existing corporate eDirectory instead of iPrint Appliance. This way, the existing OES server is used for desktop printing, and the iCM settings are available only in the source eDirectory.

Limitation: In this method, the iCM settings are fetched only from the source eDirectory. Any iCM setting changes made on iPrint Appliance are not applied.

- ♦ Use iCM without Novell Client. In this method, the local Windows/AD credentials must match the eDirectory credentials. This method is suitable for an AD environment where users are synced from AD to the local eDirectory so that the credentials are automatically matched. For more information, see [“iCM with iPrint Appliance” on page 181](#).

Limitation: In this method, the iCM settings are fetched only from iPrint Appliance. iCM setting changes made on the existing corporate eDirectory must be manually added on iPrint Appliance.

iCM with iPrint Appliance

iPrint Appliance does not support traditional iCM with the Novell Client. iPrint Appliance supports iCM using Windows Local/AD credentials.

Depending on your environment, you can deploy iCM in the following ways:

Apply iCM Settings from the Original Tree

In this configuration, iCM settings are applied from the original tree if iCM is not migrated from OES, and OES iPrint is still used for desktop printing and iCM. You can use this configuration with or without the Novell Client.

The limitation of using this configuration is that the iCM settings are fetched only from the source eDirectory. Any iCM changes made locally on iPrint Appliance are not applied.

Apply iCM Settings from iPrint Appliance eDirectory

In this configuration, iPrint Appliance is used for desktop printing, and iCM settings are created on the appliance only.

With Novell Client: With iPrint Appliance, users cannot login directly using the Novell Client because iPrint Appliance syncs only user names from the corporate eDirectory, but not the passwords. Therefore, iCM cannot be used with Novell Client. iCM can be used against the source eDirectory server.

Without Novell Client: To fetch iCM settings from iPrint Appliance, you can use iCM without the Novell Client. In order for iPrint clients to use the Windows Local/AD credentials for iCM, the following conditions must be met:

- ♦ You must set the iPrint Appliance address set as the primary PSM address on the client by using the command `iPrntcmd -S <iPrintAppliance IP Address>`.
- ♦ The client's Active Directory user name must match their iPrint Appliance credentials. If you import users from Active Directory to iPrint Appliance, the credentials are automatically matched.
- ♦ In order for iCM to work with imported users and groups, you must enable browse/read rights and inheritance for iCM for the following attributes, using iManager:
 - ♦ iPrintPrinterIPPURI
 - ♦ iPrintiCMClientFlags
 - ♦ iPrintiCMClientProxyURI
 - ♦ iPrintiCMClientTrayURI
 - ♦ iPrintiCMPrinterFlags
 - ♦ iPrintiCMPrinterList
 - ♦ iPrintiCMTrustedSiteList
 - ♦ Group Membership

IMPORTANT: For the user accounts imported from OES, iCM settings are not migrated. You must reassign the iCM settings on iPrint Appliance for the OES user accounts.

To configure the iCM attributes:

- 1 On a Web browser, use either the host name or the IP Address to access iManager. For example, `https://10.0.0.1/nps` or `https://iprint.example.com/nps`.
- 2 Specify `admin` as the user name.
- 3 Specify the password, then click **Login**.
- 4 In the left pane, under **Roles and Tasks**, click **Rights**.
- 5 Click **Modify Trustees**.
- 6 Under **Object name**, click the search icon, then choose the entire tree.
- 7 Click **OK**.
- 8 Click the **Assigned Rights** link next to the **Public** domain.
- 9 Click the **Add Property** button in the upper right of the table.
- 10 In the **Add Property** pop-up window, select **Show all properties in schema**.
- 11 In the **Property name** box, select the attributes listed above, then click **OK**.
- 12 Select the **Inherit** check box next to the attributes you added.
- 13 Click **Done**.

For more information on using Windows Local/AD credentials for iCM, see the [“Configuring iCM for Windows / Active Directory \(AD\) environments without Novell Client”](#) on page 177.

11.4 Auto Clearing a Printer Queue

This feature automatically deletes the staled print jobs after a fixed amount of time.

- 1 Update the `/etc/opt/novell/iprint/conf/iprintconf.properties` file with the following parameter:

```
job_expiry_timeout=x
```

where *x* represents time in minutes.

- ♦ If the expiry time is not set or set to 0 this feature is not enabled.
- ♦ If the expiry time is set less than 60 minutes, then the scheduler runs every $x/2$ minutes. For example, if the `job_expiry_timeout=40` then the scheduler will run every $40/2 = 20$ minutes. So every 20 minutes, the jobs that are in the print queue for 40 or more minutes are deleted.
- ♦ If the expiry time is set to 60 minutes or more (maximum time that can be set is 8640 minutes i.e. 6 days), then the scheduler runs every 15 minutes. Every 15 minutes, the jobs that are in the print queue for 60 or more minutes are deleted.

-
- ♦ **IMPORTANT:** This setting is effective only when the printer is in an error state. Jobs are only deleted if the printer status displays “Error Printing”. It is not deleted if the jobs are paused by the administrator. To verify the status of the printer, see [Micro Focus iPrint Appliance 4: Micro Focus iPrint Appliance Health Monitoring Guide](#).
-

2 Restart Print Manager

```
rcnovell-ipsmd restart
```

This setting is enabled for all the printers in a Print Manager.

NOTE: On restarting the Print Manager, if printers are not listed, you must restart the Mobile server (novell-iprint-mobile). You can restart the Mobile server through [System Services](#).

11.5 What's Next

iPrint Appliance is now configured for printing through desktop and laptops. You can start printing to iPrint printers.

12 Installing and Setting Up iPrint on Client Workstations

This section describes how to install iPrint Client and printers on your workstation. When a printer is selected for installation, iPrint verifies if the iPrint Client is installed and then installs it if necessary. If iPrint Client is already installed, the printer driver is downloaded and the printer is installed on your workstation.

- ♦ [Section 12.1, “Installing iPrint Client,” on page 185](#)
- ♦ [Section 12.2, “iPrint Portal: Installing Printers,” on page 188](#)
- ♦ [Section 12.3, “iPrint Portal: QuickPrint,” on page 189](#)
- ♦ [Section 12.4, “Windows: Installing Printers,” on page 190](#)
- ♦ [Section 12.5, “iPrint Client Tray Icon on Windows,” on page 194](#)
- ♦ [Section 12.6, “Windows: Context Menu-based Desktop Printing,” on page 196](#)
- ♦ [Section 12.7, “Macintosh: Installing Printers,” on page 198](#)
- ♦ [Section 12.8, “MAC Workstations,” on page 201](#)
- ♦ [Section 12.9, “Updating the iPrint Client,” on page 205](#)
- ♦ [Section 12.10, “Managing through iprint.ini,” on page 205](#)
- ♦ [Section 12.11, “Windows Terminal Servers,” on page 210](#)
- ♦ [Section 12.12, “Uninstalling the iPrint Client,” on page 211](#)

12.1 Installing iPrint Client

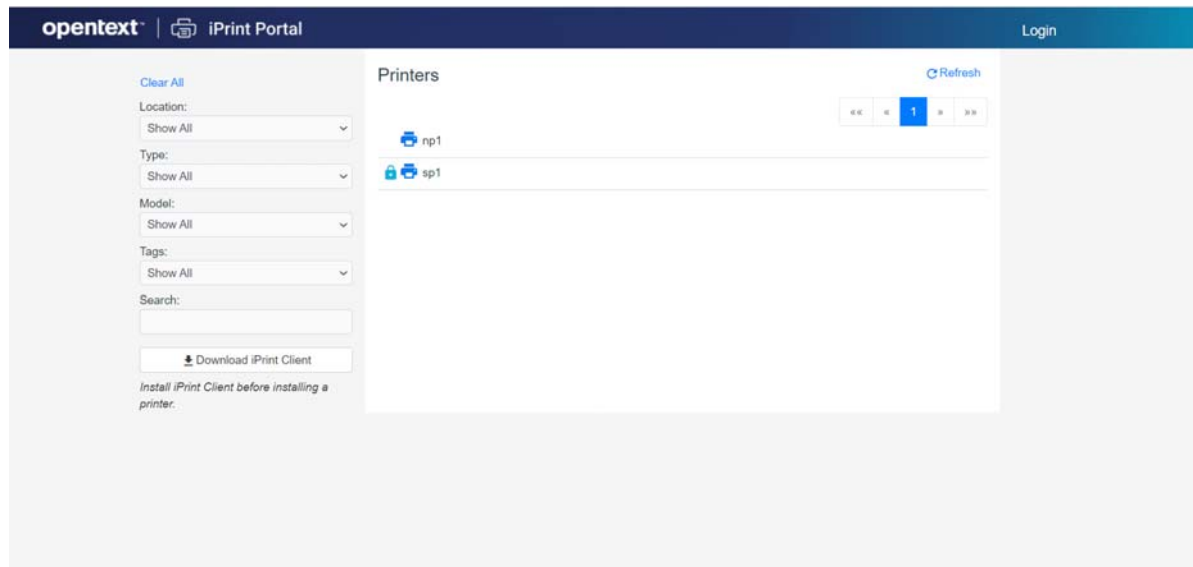
iPrint Client must be installed on your workstation to install the printers. The client is located in the `/var/opt/novell/iprint/htdocs` directory. You can distribute the client to user’s workstations in a variety of ways:

- ♦ [Section 12.1.1, “iPrint Portal,” on page 185](#)
- ♦ [Section 12.1.2, “Welcome Page,” on page 186](#)
- ♦ [Section 12.1.3, “IPP page,” on page 187](#)
- ♦ [Section 12.1.4, “iPrint Map,” on page 187](#)
- ♦ [Section 12.1.5, “Distribution Software,” on page 188](#)

12.1.1 iPrint Portal

To access iPrint Portal, specify `http://iprintappliance_IP or hostname/print` in the web browser. To download iPrint client, click **Download iPrint Client**.

Figure 12-1 iPrint Portal

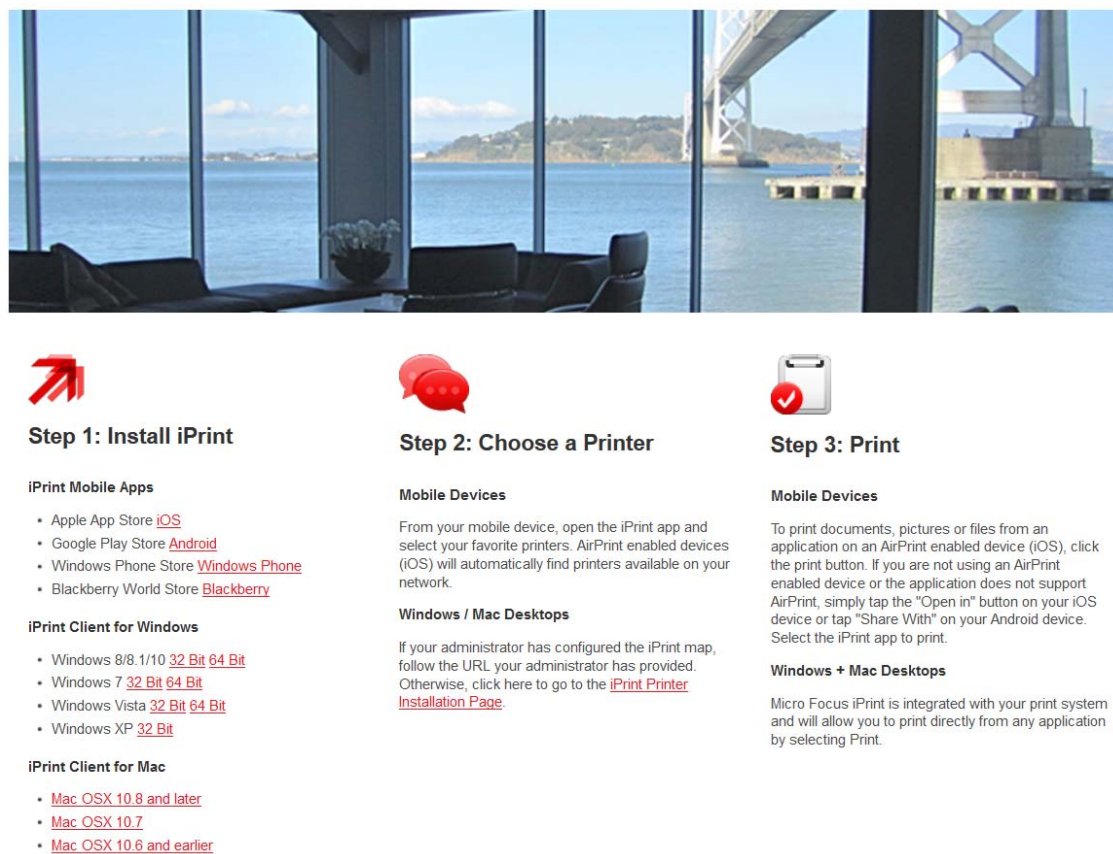


12.1.2 Welcome Page

The welcome page includes clients for laptops and app store links for mobiles.

- 1 To launch the welcome page, specify the host name or IP address of the appliance server. For example, <http://iprint.example.com>.

Figure 12-2 iPrint Appliance Welcome Page



- 2 Depending on your operating system, download the client and install it on your workstation. On installing the client, you can proceed to install the printers.

For example, on Mac a `iprint.dmg` file is downloaded. Double-click the file to extract the `.pkg` file and launch the iPrint Client install.

12.1.3 IPP page

To launch iPrint Installation page, access the iPrint server URL `http://server_IP_address or host_name/ipp` in the web browser.

NOTE: When you launch the IPP website, you are automatically redirected to the iPrint Portal page. See, [Section 12.1.1, “iPrint Portal,” on page 185](#).

12.1.4 iPrint Map

The iPrint map shows the location and details of every printer in the company (both local and global). From desktops or laptops, you can choose printers on a map using a web browser. If the iPrint client is not available, it will prompt to download and install the iPrint client. After installing the client, restart the web browser and select the printer for installation.

12.1.5 Distribution Software

The Windows iPrint Client is packaged in several different, specialized installations. Depending on your distribution method or need, select the file you want. The following table compares the different types of installations.

Table 12-1 iPrint Clients for Windows

iPrint Client Filename	Description
nipp.exe	Installs the iPrint Client and displays dialog boxes and progress windows that require user intervention. This is the default installation program.
nipp.zip	A WinZip version of the client that can be used with distribution software programs. After the file is unzipped, run setupipp.exe. For a list of the command line parameters that you can use with setupipp.exe, enter setupipp.exe /h at a command prompt.
nipp-s.exe	Installs the iPrint Client. A screen displays the progress of the installation, but requires no user intervention.
nipp-su.exe	Uninstalls the iPrint Client. A screen displays the progress of the uninstall, but requires no user intervention.

12.2 iPrint Portal: Installing Printers

A new printer portal with intuitive GUI that includes QuickPrint functionality, search and quick access (bookmark) to printers based on filters.

To access iPrint Portal, specify `http://iprintappliance_IP or hostname/print`.


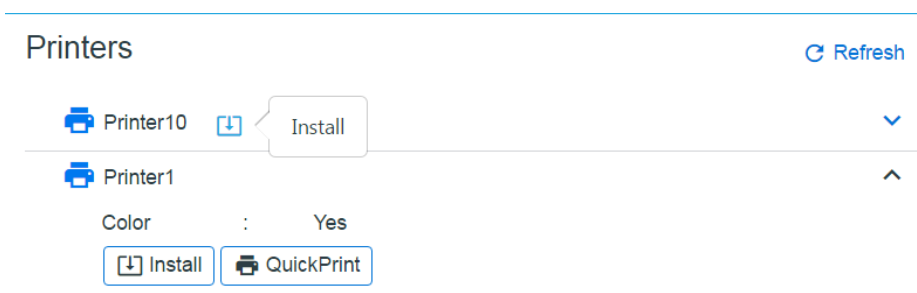
Installing a Printer: To install a printer, hover the cursor on the printer and click . You can also expand a printer to view the printer properties and then click **Install**. The installation of secure and WalkUp printers is controlled through ACLs that are set for that user.

Figure 12-3 iPrint Portal Printer Installation



Quick Access (bookmark) Printers: Printers can now be filtered on location, type, and model. You can also filter with the **Search** field, just type description or any such printer details. The browser URL can be bookmarked and shared.

Figure 12-4 Filter Printers

[Clear All](#)

Location:

Show All

Type:

Show All

Model:

Show All

Tags:

Show All

Search:

[Download iPrint Client](#)

12.3 iPrint Portal: QuickPrint

QuickPrint is printing documents via a Web browser. iPrint service renders and converts the document into a print-ready format using the renderer, hence, no drivers are required to be associated with the printer.

Using any web browser, the user selects a printer and document, then prints. The QuickPrint feature is controlled through ACLs set for that user.

To print using web browser, do the following:

- 1 Launch the iPrint Portal (https://<iprintappliance_IP or hostname>/print).
- 2 Expand a printer and click **QuickPrint** or select the **QuickPrint** icon next to a printer.

Figure 12-5 Expand Printer to View QuickPrint

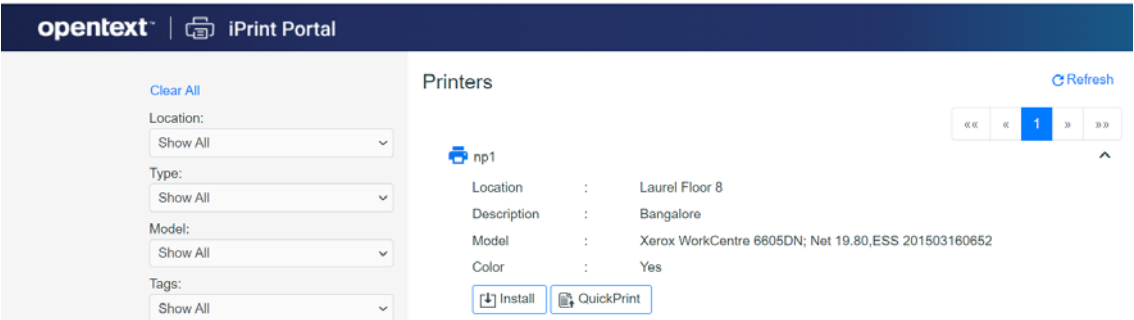
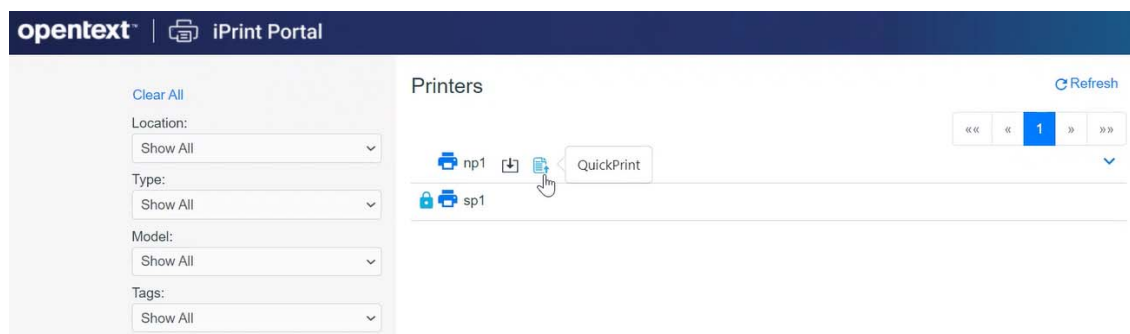
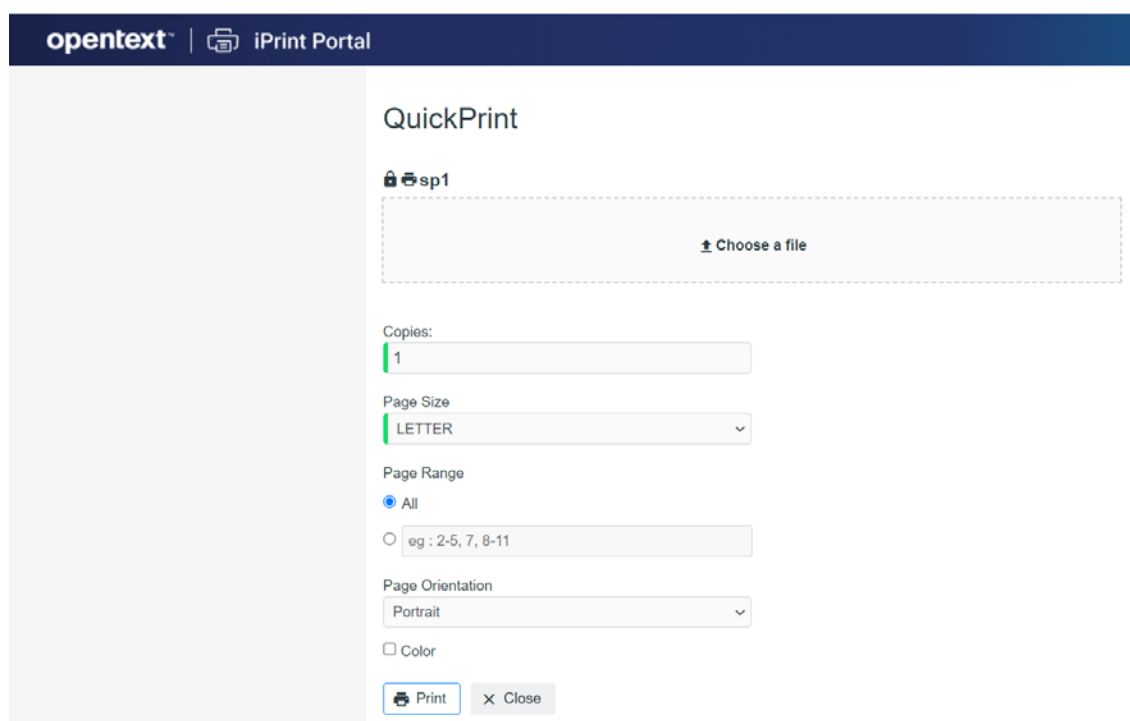


Figure 12-6 QuickPrint Adjacent to a Printer



- 3 Select a file, modify the printer options and click **Print**.



12.4 Windows: Installing Printers

When installing a printer if the iPrint Client is not installed, you will be prompted for installation. You can install the printers in a variety of ways:

- ♦ [Section 12.4.1, “iPrint Portal Page,” on page 191](#)
- ♦ [Section 12.4.2, “Command Line \(iprintcmd\),” on page 191](#)
- ♦ [Section 12.4.3, “iPrint Map,” on page 193](#)
- ♦ [Section 12.4.4, “iPrint Client Management Utility on Windows,” on page 193](#)

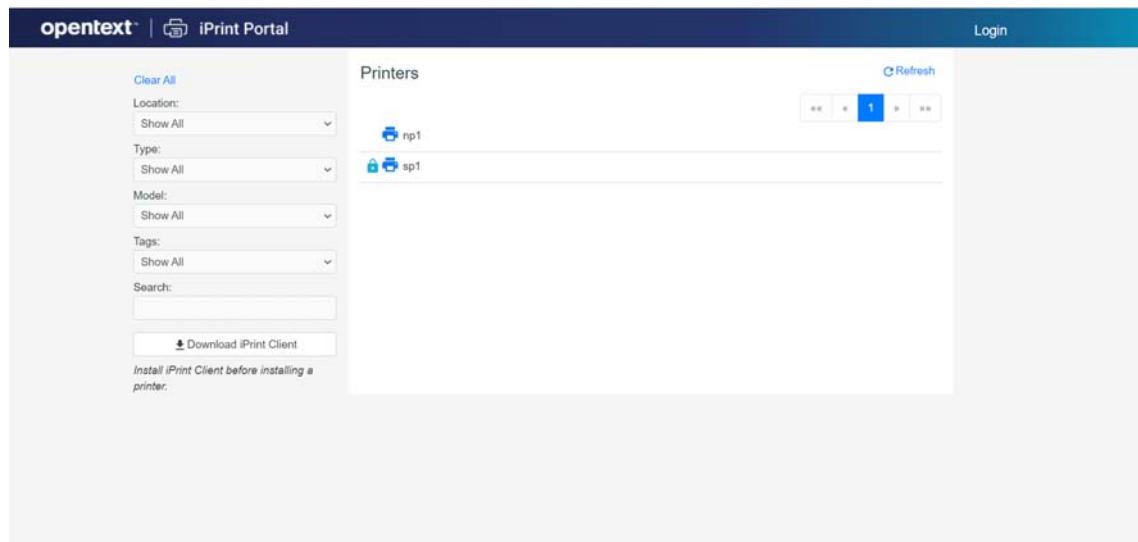
12.4.1 iPrint Portal Page

You can install the iPrint printers using Internet Explorer, Mozilla Firefox, and Google Chrome browsers.

- 1 Launch the browser, and use the host name or IP address to access the web page.

For example, `http://server_IP_address_or_dns_name/print`.

All the available printers are listed.



- 2 Select the printer that you want to install.

Depending on the version of the browser, if you are prompted with a security warning message, click **Allow** to proceed with the installation of the printer.

- 3 (Optional) To avoid future prompts to launch the iPrint applications, select **Remember my choice for iPrint links** check box.

- 4 Select **OpenText iPrint Printer Installation Utility** then click **OK** to proceed with the installation of the printer.

4a If you are installing a secure printer, the iPrint Printer Installation dialog box prompts for user credentials.

4b Specify user credentials and then click **OK**.

- 5 Click **OK** when the printer installation is complete.

12.4.2 Command Line (iprntcmd)

`iprntcmd.exe` is a DOS command line utility that lets you install or remove iPrint printers without a web browser and capture LPT ports to iPrint printers. This command is useful when you have legacy applications that require output to an LPT port or when you want to add printers through a login script.

Use the following parameters when executing the `iprntcmd` command.

Table 12-2 Parameters Used with *iprntcmd*

Parameters	Description
-a --addprinter <i>options printer_uri</i>	<p>Installs the specified printer. You can replace <i>options</i> with any or all of the following:</p> <ul style="list-style-type: none"> ♦ no-gui: Does not display the printer installation dialog box when installing a printer. ♦ default: Installs the specified printer as the default printer. ♦ temp: The installed printer is removed when the workstation is rebooted. <p>NOTE: These options are available only in the Windows Client.</p>
-d --delprinter <i>printer_uri</i>	Removes the specified printer.
-f --fetchdriverlocal <i>printer_uri</i>	Pulls drivers from the server and stores them in the local cache directory, such as the <code>c:\ndsp\drv_r_cache</code> directory.
-g --getdefault	Displays the default printer installed on the workstation.
-h --help	Displays help for the command.
-j --listjobs <i>printer_uri</i>	Lists the print jobs for the specified printer that are on the server in a pending or printing state.
-l --listlocalprinters	Lists printers installed on the workstation.
-L --listprintersonserver <i>psm-hostname</i> or <i>psm-address</i>	Lists iPrint printers on the specified Print Manager where <i>psm-hostname</i> or <i>psm-address</i> can be a host name or IP address.
-p --printfile <i>printer-uri file path</i>	<p>Sends a printer-ready file to the specified iPrint printer.</p> <p>This option is used to test the print path (job flow) from the client workstation to the server and subsequently to the printer. This requires a print-ready file as an input. The printer or the driver does not need to be installed on the client workstation.</p>
-P --ppdlist	Lists the PPDs installed on this workstation.
-s --setdefault <i>printer_uri</i>	Sets the specified printer as the default.
-t --testpage <i>printer_uri</i>	Prints a test page to the specified printer.
-v --version <i>server_uri server_user</i>	Displays the server platform and version information, where <i>server_uri</i> is the URI for the server and <i>server_user</i> is a valid user for the server.

Parameters	Description
<code>-U --uploaddriver [osx] <ids-IPaddress> or <ids-hostname> <username> <password> [INF-Filepath <model-name>] [driver-Filepath]</code>	Uploads Windows drivers or Mac drivers. For Windows drivers, specify the (INF-Filepath) path of the Windows driver. For Mac drivers, specify the [OSX] option and [driver-Filepath] path of the Mac driver file (PPD or PDE).
<code>-w --trustedwebsiteforInternetExplorer printer_installation_page_uri</code>	<p>Adds the specified URI of the printer installation page to the trusted site list for Internet Explorer.</p> <p>The trusted site list allows users to view and add the printers directly from the printer IPP site or printer map page, without running the Internet Explorer browser with administrator privileges on Windows Vista.</p> <p>For example, <i>http://printing.my_company.com/ipp</i>.</p>
<code>-c</code>	Clears the password from the cache.

Use quotes around printer-uri if it contains spaces.

Syntax

`iprntcmd parameters`

Example

To install a printer named ColorPrinter1 and set it as the default printer, you would enter the following command:

```
iprntcmd -a -s ipp://printing.my_company.com/ipp/ColorPrinter1
```

12.4.3 iPrint Map

The iPrint map shows the location and details of every printer in the company (both local and global). From desktops or laptops, you can choose printers on a map using a web browser. If iPrint client is not available, it will prompt to download and install the iPrint client. After installing the client, restart the web browser and select the printer for installation.

12.4.4 iPrint Client Management Utility on Windows

You use the iPrint Client Management utility to share your Windows or Active Directory login credentials with the iPrint Client. You can configure the iPrint Client Management (iCM) PSM address by using the iPrint Client tray icon. To view the iPrint Client tray icon's **iCM** tab, enter `iprntcfg icm` at the command line. Then, enter the PSM address (IP/DNS) in the iPrint Client tray icon's **iCM** tab

and the system will use the DSServer (Directory Service Server) configuration of the PSM server to obtain the details of your iCM profile. If the PSMServer is not set, you can still specify the DSServer by populating the registry entry directly.

You can also set the address of the PSM server by using the `iprintcmd -S <IP/DNS>` command, in combination with a remote-policy pushing engine like ZENworks.

12.5 iPrint Client Tray Icon on Windows

On Windows workstations, the iPrint Client adds an icon to the notification area. The iPrint icon displays notification when a job is printed and allows you to access the iPrint Client settings. Right-clicking the icon displays the following menu options:

iPrint Settings: Opens the iPrint Client Settings page.

Document Status: Displays the status and other information for the last 10 documents printed.

Refresh iCM: Displays the iCM configuration settings. If the administrator has modified the iCM settings, then clicking this button immediately applies the setting for the user.

Launch Printer Folder: Opens the Windows printer folder.

Find/Install Printers: (Optional) Opens a browser window to the Menu Link URL specified on the **Tray Icon** tab.

Close: Removes the iPrint icon from the notification area until the next reboot. To make the icon reappear in your notification area, click **Start > Programs > Novell iPrint > iPrint Client Settings > Tray Icon** and deselect the **Enable the iPrint icon in the system tray**. Click **OK**. Then repeat the process to enable the icon.

To permanently remove the icon, see [“Tray Icon” on page 195](#).

12.5.1 Configuring the iPrint Client Settings

- ♦ [“Proxy Server” on page 194](#)
- ♦ [“Passwords for Remote iPrint Servers” on page 195](#)
- ♦ [“Tray Icon” on page 195](#)
- ♦ [“Print Job Notifications” on page 195](#)

Proxy Server

A proxy server is located between a client and another server that the client is trying to communicate with. Often proxy servers are used in conjunction with a firewall to keep internal addresses private while exposing only the proxy server’s address to external users. If you have users that need to submit print jobs through a proxy server, you can use the iPrint Clients Proxy setting. The Client sends all print-related requests, such as a print job, to the proxy server. The proxy server then redirects the print job to the correct iPrint server.

For example, Juan is a laptop user who has installed and printed to a variety of iPrint printers at the company’s headquarters. While on the road, Juan wants to submit a report to his manager. Rather than sending the report by e-mail or fax, Juan decides to send it to the printer near his manager’s

office. When Juan tries to send the report to the printer, he receives an error that the printer cannot be found. He knows that the company uses a firewall and a proxy server. He types the proxy server address in the iPrint Proxy settings, then tries to print the report again. This time the print job is accepted. The print job travels from his laptop to the proxy server. The proxy server redirects the print job to the printer's Print Manager, where the print job is spooled and forwarded to the printer.

To set the proxy server address for iPrint in iManager:

- 1 Click **Start > Programs > Novell iPrint > iPrint Client Settings > Proxy**.
- 2 To use a proxy server, select the check box, then specify the URL for the proxy server.
To disable using a proxy server, deselect the check box.
- 3 Click **OK**.

Passwords for Remote iPrint Servers

You can manage passwords for print services that you indicated should be remembered by your workstation. The ability to delete passwords is useful if you are connected to a print service that you no longer use.

To manage passwords for print services in iManager:

- 1 Click **Start > Programs > Novell iPrint > iPrint Settings > Passwords**.
- 2 Select the password you want to remove, then click **Clear Password**.

Tray Icon

The iPrint icon in the notification area lets you receive notification when a job has printed, and lets you view a list of print jobs that you have submitted.

- 1 Click **Start > Programs > Novell iPrint > iPrint Settings > Tray Icon**.
- 2 Select the check box to enable the iPrint icon in the system tray.
- 3 In the **Menu link URL**, specify the URL to install the printers.

This provides a new option **Find/Install printers** when you right-click the printer icon in the system tray.

Print Job Notifications

iPrint can notify you through a pop-up message in the notification area when your document has printed or needs attention.

- 1 Click **Start > Programs > Novell iPrint > iPrint Settings > Notifications**.
- 2 Select the check box to enable the job notification.

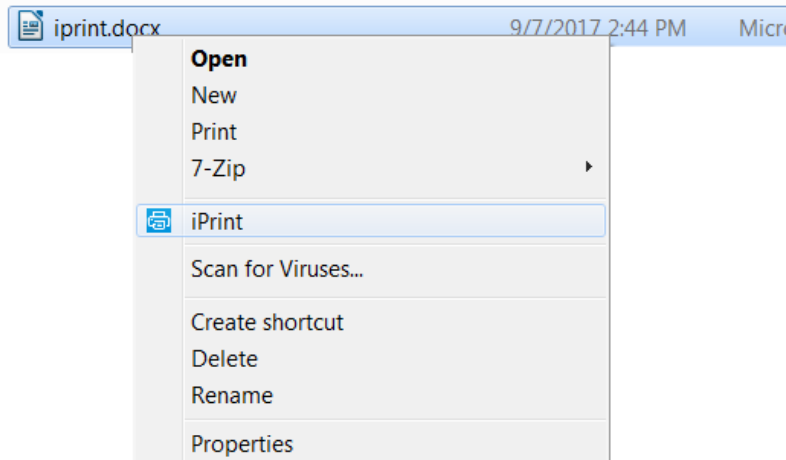
12.6 Windows: Context Menu-based Desktop Printing

iPrint option is available as a context menu on Windows.

To print from the context menu, do the following:

- 1 Install the iPrint client. For more information, see [“Installing iPrint Client” on page 185](#). On successful installation an iPrint option is available when you right-click a file.
- 2 Right-click on a file or files, then select iPrint, an iPrint dialog is displayed.

You can print without opening a document. For example, if you received a document in an email, and no application is available to view it, you can still print with the context menu option.



- 3 Click **Select a printer**.
 - 3a The recently used printers are populated in the drop-down menu of **Printer**. Select a previously used printer or Click **Choose printer** to select a different printer.
 - 3b Specify an iPrint server and click **Find**.

Select Printer

Server: Find

Printer Name	Location	Description
Printer 1	8th floor	Xerox
WalkUp_Printer	7th floor	Secure
Printer 2	8th floor	Email-enabled

OK Cancel

For secure or a WalkUp printer, you must login to the server. On logging in, printers are displayed through ACLs set for that user. You can login using only the username or in a LDAP format (comma separated).

- 4 Click **Print**. The documents are successfully printed.

opentext | iPrint Lite — ×

Logout

Document

Printi_portal_c... Cultural Event... free_ips.txt Presentation_...

Printer

sp1 on blr8-99-204.labs.blr.novell.com
Status: Ready

Options

Copies:


☒ Both Sided Paper Size:

☐ Color Print Orientation:

Print Close

The **Options** displayed are set in the **Mobile > Global Settings** page of the Management Console. The values can be changed as per your printing requirements.

NOTE: If some file formats are not supported for printing, the file will not be listed for printing.

The info icon  lists the unsupported files.

To see the list of supported file formats, see [TID 7022058](#).

12.7 Macintosh: Installing Printers

When installing a printer if the iPrint Client is not installed, you will be prompted for installation. You can install the printers in a variety of ways:

- ♦ [Section 12.7.1, “iPrint Portal Page,” on page 198](#)
- ♦ [Section 12.7.2, “Command Line \(iprintcmd\),” on page 199](#)
- ♦ [Section 12.7.3, “iPrint Map,” on page 201](#)

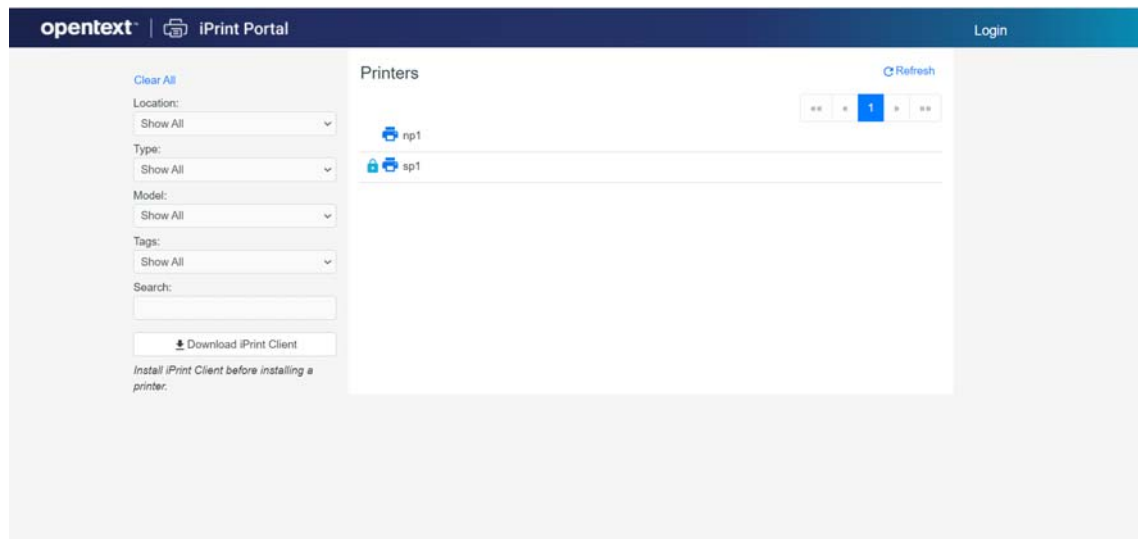
12.7.1 iPrint Portal Page

You can install the iPrint printers using Internet Explorer, Mozilla Firefox, Safari, and Google Chrome browsers.

- 1 Launch the browser, and use the host name or IP address to access the web page.

For example, `http://server_IP_address_or_dns_name/print`.

All the available printers are listed.



- 2 Select the printer that you want to install.

Depending on the version of the browser, if you are prompted with a security warning message, click **Allow** to proceed with the installation of the printer.

- 3 (Optional) To avoid future prompts to launch the iPrint applications, select **Remember my choice for iPrint links** check box.

- 4 Select **OpenText iPrint Printer Installation Utility** then click **OK** to proceed with the installation of the printer.
 - 4a If you are installing a secure printer, the iPrint Printer Installation dialog box prompts for user credentials.
 - 4b Specify user credentials and then click **OK**.
- 5 Click **OK** when the printer installation is complete.

12.7.2 Command Line (iprntcmd)

The Macintosh iPrint Clients include the `iprntcmd` utility that performs the same functions as `iprntcmd` in the Windows iPrint Client. In addition, you can use `iprntcmd` to upload PPD drivers to a Driver Store from the iPrint Client. `iprntcmd` is located in `/usr/bin` on Macintosh.

Use the following parameters when executing the `iprntcmd` command:

Table 12-3 Parameters Used with `iprntcmd`

Parameters	Description
-T --tray-icon	Displays an iPrint icon to the notification area and starts the <code>iprint-listener-gui</code> process, if it is not running.
-r --run-listener	Launches the <code>iprint-listener</code> process if it is not already running.
-a or --addprinter <printer_uri>	Installs the specified printer.
-d or --delprinter <printer_uri>	Removes the specified printer.
-d or --delprinter all	Removes all printers. This option requires your confirmation before removing all the printers.
-d or --delprinter all --force	Remove all the printers. This option removes all the printers forcibly without any user intervention.
-g or --getdefault	Displays the default printer installed on the workstation.
-h or --help	Displays help for the command.
-j or --listjobs <printer_uri>	Lists the print jobs for the specified printer that are on the server in a pending or printing state.
-l or --listprinters	Lists printers installed on the workstation.
-L or --listprintersonserver <psm-hostname or psm-address>	Lists iPrint printers on the specified Print Manager where <i>psm-hostname</i> or <i>psm-address</i> can be a host name or IP address.
-p or --printfile <printer-uri filepath>	Sends a printer-ready file to the specified iPrint printer.
-P or --ppdlist	Lists the PPDs installed on this workstation.
-s or --setdefault <printer_uri>	Sets the specified printer as the default.

Parameters	Description
-t or --testpage <printer_uri>	Prints a test page to the specified printer.
-u or --uploadids <ids_uri> <ppd with/without a wildcard>	Uploads the specified PPD files to the indicated Driver Store where <i>ids_uri</i> is the IP address or host name for the Driver Store, and <i>ppd</i> is the directory path and filename to the PPD files. You can use a wildcard in the PPD filename.
-U or --uploadbroker <rms_uri> <rms_name> <ppd with/without a wildcard>	Uploads the specified PPD files to the indicated Broker where <i>rms_uri</i> is the IP address or host name for the Broker's associated Print Manager, <i>rms_name</i> is the username with rights to add drivers to the broker, and <i>ppd</i> is the directory path and filename to the PPD files. You can use a wildcard in the PPD filename.
-U --uploaddriver [osx] <ids_uri> <username> <password> [INF-Filepath <model-name>] [driver-Filepath]	Uploads the specified PPD files to the indicated Driver Store where <i>ids_uri</i> is the IP address or host name for the Driver Store, and <i>INF-Filepath</i> is the path of the driver package, and <i>driver-Filepath</i> is the path of the printer driver file.
-v or --version <psm-hostname or psm-address>	Displays the server platform and version information where <i>server_uri</i> is the URI for the server.
-i or --info <printer-uri>	Displays the printer information.

Syntax

`iprntcmd options parameters`

You must use quotes around parameter information that contains a space, such as printer names and printer drivers.

Example

To install a printer named Color Printer 1 and set it as the default printer, enter the following:

```
iprntcmd -a "ipp://printing.my_company.com/ipp/Color Printer 1"
```

```
iprntcmd --setdefault "ipp://printing.my_Company.com/ipp/Color Printer 1"
```

For uploading PPD files from Mac clients, enter the following:

```
iprntcmd -u <ids-hostname or ids-address> <ppd path with/without wild cards>
```

When prompted for a username, examples of two acceptable formats are:

```
admin or cn=admin,o=OrgName
```

For more examples, use the `man iprntcmd` command on your server console.

12.7.3 iPrint Map

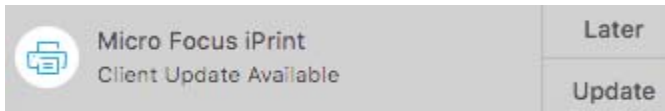
The iPrint map shows the location and details of every printer in the company (both local and global). From desktops or laptops, you can choose printers on a map using a web browser. If iPrint client is not available, it will prompt to download and install the iPrint client. After installing the client, restart the web browser and select the printer for installation.

12.8 MAC Workstations

- ♦ [Section 12.8.1, “Automatic Update Notification,” on page 201](#)
- ♦ [Section 12.8.2, “iPrint Client Tray Icon on Mac,” on page 201](#)

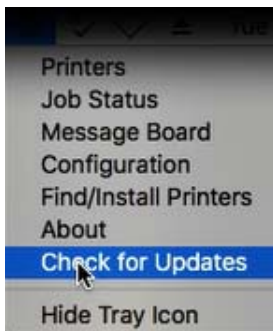
12.8.1 Automatic Update Notification

When a workstation boots up, iPrint checks the default printer to ensure that the workstation is using the latest iPrint Client. If necessary, a notification is launched to update the newer client.



On clicking **Update**, the client is downloaded and the installer is launched to update the client. The user can click **Later** five times after which the iPrint Client is forcefully downloaded on the workstation and client installer is launched.

If the notifications are disabled on the client workstations, then the user can click the **Check for Updates** option from the tray menu.



12.8.2 iPrint Client Tray Icon on Mac

On Macintosh workstations, the iPrint Client adds an icon to the notification area. The iPrint icon lets you receive notification when a job has printed and access iPrint client settings quickly. If the iPrint icon does not appear in your notification area, run the command `iprintcmd -T` from your terminal.

Left-clicking the iPrint icon displays the following menu options:

- ♦ [“Printers” on page 202](#)
- ♦ [“Job Status” on page 202](#)

- ♦ [“Message Board” on page 202](#)
- ♦ [“Configuration” on page 203](#)
- ♦ [“About” on page 205](#)
- ♦ [“Find/Install Printers” on page 205](#)
- ♦ [“Hide Tray Icon” on page 205](#)

Printers

Displays the iPrint printer list, printer status, location of the printer, driver associated with the printer, and the description for the reason of printer status. You can also uninstall your printers from here.

To uninstall a printer:

1. Left-click the **iPrint** icon, then click **Printers**.
 2. Select the printer that you want to uninstall.
Press Shift to select more than one printer.
 3. Click *Uninstall* to uninstall the printer.
- or
- Click *Uninstall All* to uninstall all the printers.

Job Status

Displays the name of the job, the status of the job, the size of the job, and the name and location of the printer for the job. This option also allows you to clear the job information from the job status tab.

To clear job information:

1. Left-click the **iPrint** icon, then click **Job Status**.
 2. Select the job that you want to clear.
Press Shift to select more than one job.
 3. Click *Clear* to remove the job information.
- or
- Click *Clear All* to remove all the job information.

Message Board

The message board stores all the information related to the status of the printers, the jobs issued, automatic removal of printer from the client, automatic redirection of printer, and automatic driver updates.

To remove the data from the message board:

1. Left-click the **iPrint** icon, then click **Message Board**.
2. Click *Clear* to remove the data from the message board.

Configuration

You can configure the following iPrint settings:

- ♦ [“Managing Notifications” on page 203](#)
- ♦ [“Using a Menu Link URL” on page 203](#)
- ♦ [“Using a Proxy Server” on page 203](#)
- ♦ [“Uninstalling an iPrint Printer When You Uninstall the iPrint Client” on page 204](#)
- ♦ [“Setting the Trace Level” on page 204](#)
- ♦ [“Keeping Driver Files on Upload or Download” on page 204](#)

Managing Notifications

iPrint notifies when your document has printed or your iPrint client needs attention.

To turn the iPrint notification on:

1. Left-click the **iPrint** icon, then click **Configuration**.
2. Select *Notify when jobs get printed or need attention*.
3. Click *Save* to save the settings.

Using a Menu Link URL

A menu link URL points you to the iPrint printer list or a customized printer installation page. You can find and install your printer from that page.

To specify the menu link URL:

1. Left-click the **iPrint** icon, then click **Configuration**.
2. Specify the menu link URL in the *Menu link URL* field.
3. Click *Save* to save the settings.

Using a Proxy Server

A proxy server is located between a client and another server that the client is trying to communicate with. Proxy servers are often used in conjunction with a firewall to keep internal addresses private by exposing only the proxy server’s address to external users. If you have users that need to submit print jobs through a proxy server, you can use the iPrint Clients Proxy setting. The Client sends all print-related requests to the proxy server. The proxy server then redirects the print job to the correct iPrint server.

For example, Juan is a laptop user who has installed and printed to a variety of iPrint printers at the company’s headquarters. While he is on the road, Juan wants to submit a report to his boss. Rather than sending the report by e-mail or fax, Juan decides to send it to the printer near his boss. When he tries to send the report to the printer, he receives an error that the printer cannot be found. He knows that the company uses a firewall and a proxy server. He types the proxy server address in the iPrint Proxy settings, then tries to print the report again. This time the print job is accepted. The print job travels from his laptop to the proxy server. The proxy server redirects the print job to the printer’s Print Manager, where the print job is spooled and forwarded to the printer.

To set the proxy server address:

1. Left-click the **iPrint icon**, then click **Configuration**.
2. Specify the URL in the *Proxy URL* field.
3. Click *Save to save the settings*.

NOTE: If you do not want to use the proxy server, delete the URL specified in the *Proxy URL* field and save the settings.

Uninstalling an iPrint Printer When You Uninstall the iPrint Client

1. Left-click the **iPrint icon**, then click **Configuration**.
2. Select *Uninstall iPrint Printers on iPrint client uninstallation*.
3. Click *Save to save the settings*.

Setting the Trace Level

The trace level determines how much debugging information is displayed.

To set the trace level:

1. Left-click the **iPrint icon**, then click **Configuration**.
2. Select one of the following options:
 - Off:** No error tracing.
 - Shell:** Debug output is displayed on the shell where the application started.
 - File:** Debug output is sent to `/home/<user>/iPrint/trace.txt`. If the user's home directory cannot be determined, the debug output is sent to `/var/opt/novell/log/iPrint/client/<pid>-<uid>_trace.txt`.
 - All:** Debug output is sent to both the shell and the file.
3. Click *Save to save the settings*.

Keeping Driver Files on Upload or Download

This option allows you to store your driver files in the temporary folder when you upload or download the drivers for printer installation.

1. Left-click the **iPrint icon**, then click **Configuration**.
2. Select *Keep driver files on upload or download*.
3. Click **Save** to save the settings.

When you upload drivers for printer installation, temporary files are stored at `/tmp/iPrint-<username>/tmp-xxxxxx`. This file is removed after upload, if the **Keep driver files on upload or download** option is not selected.

When you download drivers for printer installation, temporary files are stored at `/tmp/iPrint-<username>/tmp-xxxxxx/download-xxxxxx`. This file is removed after download, if the **Keep driver files on upload or download** option is not selected.

About

Displays the version of the iPrint Client installed on your workstation.

Find/Install Printers

Opens a browser window to the menu link URL specified in the *Configuration* tab of the tray icon. The menu link URL points you to the iPrint printer list or a customized printer installation page.

You can find and install your printers from there.

Hide Tray Icon

Removes the iPrint icon from the notification area until the `iprint-listener-gui` process is restarted. To make the icon reappear in your notification area, run the `iprintcmd -T` command from your terminal.

12.9 Updating the iPrint Client

Periodically, users need updates to the iPrint Client. You need to decide how to manage this. If you want iPrint to automatically update the clients, see [“Automatically Updating the iPrint Client” on page 206](#), or you can choose to distribute a newer client through a software distribution package.

You are allowed five times to reject the iPrint Client update. After that the iPrint Client is forcefully updated on your workstation.

12.10 Managing through iprint.ini

A configuration file named `iprint.ini` is located on each server where a Print Manager is running. The `iprint.ini` file should be synchronized across all servers where iPrint and a Print Manager are running. The `iprint.ini` file is located on the iPrint appliance at `/var/opt/novell/iprint/htdocs/`.

The file controls the following tasks only on a Windows OS:

- ♦ [“Automatically Updating the iPrint Client” on page 206](#)
- ♦ [“Creating a Short Printer Name Profile” on page 206](#)
- ♦ [“User Printers” on page 207](#)

IMPORTANT: When you apply a support pack, the existing `iprint.ini` file is saved as `iprint.bak` and a new `iprint.ini` is added. If you made changes to the `iprint.ini` file, you must delete the new `iprint.ini` file from the support pack and rename `iprint.bak` to `iprint.ini`. If you want the new functionality that is included with the latest `iprint.ini`, you should re-create the settings in `iprint.bak` in the new `iprint.ini`.

12.10.1 Automatically Updating the iPrint Client

When a workstation boots up, iPrint checks the default printer to ensure that the workstation is using the latest Novell iPrint Client. If necessary, a newer client is installed. You can use a configuration file to control how this update takes place.

An `iprint.ini` configuration file is located on each server where iPrint is installed. This file controls whether the user is prompted before the updated client is installed or the updated client is installed without user intervention. When the client is installed without user intervention, the user still sees the installation program.

- 1 Using a text editor, edit the `iprint.ini` configuration file.

The `iprint.ini` file is located in `/var/opt/novell/iprint/htdocs/`

- 2 Change the `AllowAutoUpdate` setting for the desired behavior.
- 3 Save the file.

IMPORTANT: The `iprint.ini` file should be synchronized across all servers where iPrint and an Print Manager are running.

12.10.2 Creating a Short Printer Name Profile

By default, the installed printer name on the client follows the full UNC/URL format: `\\ipp://dns_name\printer_name`. For example, `\\ipp://Printing.My_Company.Com\ColorPrinter`. These printer names are often too long to fit in an application's display field for the printer name. You can use a Short Printer Name Profile to replace the UNC server name (or `dns_name`) for all printers on a Print Manager with any name you want to display. For example, if you want to display just the company name, you could use `\\My_Company\ColorPrinter`.

NOTE: You should keep the UNC path and printer name to fewer than 32 characters.

The Short Printer Name Profile is available only on Windows NT, XP, 2000, 2003 and later workstations. When you implement a Short Printer Name Profile, printers that are already installed are not affected. Only newly installed printers after the change use the shortened name. For printers already installed, you must delete and reinstall the printers to implement any changes to their names.

- 1 Edit `iprint.ini` in a text editor.

The `iprint.ini` file is located in `var/opt/novell/iprint/htdocs/`

- 2 Change the value of the `ShortInstallName` parameter to the value you want displayed.

`ShortInstallName=your_name`

Replace `your_name` with the value you want displayed. To reset the parameter to its default setting, use `default` as the value.

Use only lower ASCII characters and do not use a slash, quote, space, or comma.

- 3 Save the file.

IMPORTANT: The `iprint.ini` file should be synchronized across all servers where iPrint and a Print Manager are running. The Installed Printer Name Profile affects all printers on a Print Manager.

12.10.3 User Printers

A printer can be installed as a workstation printer or a user printer. The User Printer feature takes advantage of the Microsoft Access Control List ability to restrict users ability to view the printer. Only the user which installed the printer can install, see, use, and delete the printer. Hence, it is the User's Printer, and not the Workstation's Printer. User printers are not available to other users on the workstation.

- ♦ [“Enabling User Printers” on page 207](#)
- ♦ [“Deleting User Printers” on page 208](#)

Enabling User Printers

To enable user printers, edit the `iprint.ini` file and change the value for `AllowUserPrinters` = *value* to one of the following:

Table 12-4 *User Printer Settings*

Value	Description
0	Follow Windows standards and only let users with sufficient permissions to install the printer to the desktop. This allows all users to see and use this printer. This is considered a global or workstation printer.
1	If the current user does not have permissions to add a workstation printer (option 0), automatically add the printer so that only the current user can install, view, modify, or delete this printer. This is considered a private or user printer.
2	Only add user printers. All users (including Administrators or Power Users) that add a printer can install, view, modify, or delete the printer they installed. All printers are private or user printers.
3	Only add workstation printers. No permissions are required. All users have rights to install, view, modify, or delete iPrint printers even if the Windows workstation has been locked down. Non-iPrint printers are not affected.

The user printer feature is now enabled for your users. For workstations above Windows 8.1 and later, an additional option `AllowWSACLPrinters` = *entry* must be set in the `iprint.ini` file for the User Printer feature to work. The acronym WSACL within the `AllowWSACLPrinters` stands for Workstation Access Control List.

Table 12-5 User Printer Settings for Windows 8.1 and above

Value	Description
0	The WSACL printers enables user printing feature on OS Windows 8.1 and later. Windows 2012 R2 with V4 driver support. By default the setting is disabled.
1	Enable the AllowUserPrinters settings, then enable this setting. For operating systems below Windows 8.1, the User printer feature works in the legacy way.

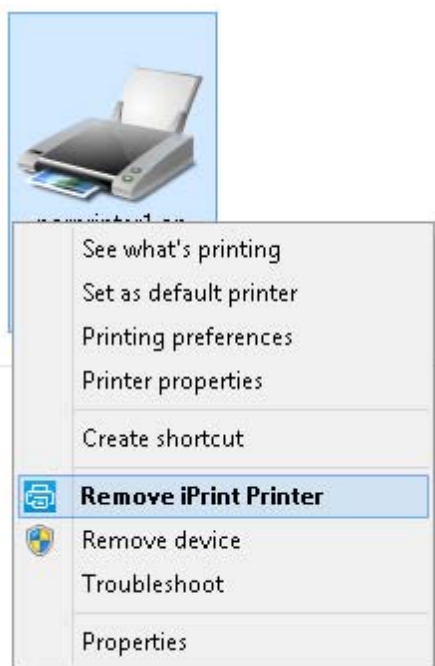
IMPORTANT: If the printers are created (legacy way) on Windows 8.1 or later workstations, you must delete the printers and install new printers. Enabling AllowUserPrinters settings on those printers will not enable the new User printer functionality.

Example: Three workers—Albert, Juan, and Carla—share the same computer during the day. Albert prints to an accounting printer, Juan prints to a plotter, and Carla prints to a printer in the CEO’s office. The administrator set AllowUserPrinters = 2. Each worker can install the printer he or she needs but cannot see printers installed by the other users.

Deleting User Printers

To delete a User printer, do the following:

- 1 Start > Control Panel > Hardware and Sound > Devices and Printers.
- 2 Select the User printer that you want to delete and right-click:



- ♦ **Remove iPrint Printer:** Click this option to delete User printers created on workstations Windows 8.1 and above. This option is available with iPrint client 6.07 and later.
- ♦ **Remove device:** Click this option to delete User printers created on workstations below Windows 8.1.

12.10.4 iPrint Client Management

iCM lets you designate printers to be installed on a workstation when a user logs in to the workstation using the Novell Client. For more information, see [“Using iPrint Client Management” on page 175](#)

- ♦ [“Enabling and Disabling iPrint Client Management” on page 209](#)
- ♦ [“Applying iCM” on page 209](#)
- ♦ [“Setting the Default Attributes Container for iPrint Client Management” on page 210](#)

Enabling and Disabling iPrint Client Management

You can use the `iprint.ini` file to enable and disable iPrint Client Management (iCM). Use the `iCMEnabled` value in the following ways:

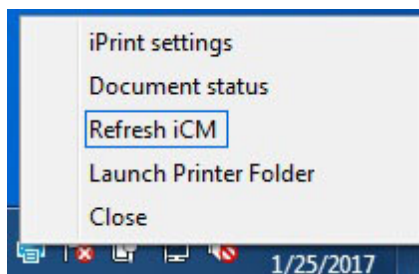
- ♦ `iCMEnabled = 1`
iCM is fully enabled. iCM attributes are identified from the full tree hierarchy.
- ♦ `iCMEnabled = 0`
iCM is disabled.

IMPORTANT: Using this command disables all iCM configurations created in the Novell Client.

Applying iCM

A new option **Refresh iCM** is introduced to apply the configuration changes made by the administrator.

Figure 12-7 Refresh iCM



The user clicks **Refresh iCM** to immediately apply the iCM settings modified by the administrator. A window is displayed with results of settings that were modified.

When an user click **Refresh iCM** and if no window is displayed, then the user has to logout and relogin to the workstation to apply the changes.

Setting the Default Attributes Container for iPrint Client Management

You can use the `iprint.ini` file to set the default container that iCM should read values from. To configure this scope, use the following command:

- ♦ `iCMScope = DEFAULT`

Using this command stops the system from reading iCM attributes beyond the container you specify. The iCM attributes are read on the full tree hierarchy. The iCM attributes are considered within the specified tree hierarchy.

For example, you can use the `OU=UNIT,O=COMPANY` command to set the iCMScope to the Organizational Unit in the OU from the base of the tree. The user should be present within the specified container for iCM function to work.

NOTE: Setting the attribute in this way does not work above the specified container.

12.11 Windows Terminal Servers

You can set up iPrint on a terminal server to allow terminal server clients to install the iPrint Client and print to iPrint printers.

- ♦ [Section 12.11.1, “Installing the iPrint Client on a Terminal Server,” on page 210](#)
- ♦ [Section 12.11.2, “Configuring iPrint for Terminal Server Clients,” on page 210](#)

12.11.1 Installing the iPrint Client on a Terminal Server

- 1 Log in to the terminal server with Administrator or equivalent rights.
- 2 Install the iPrint Client.

You can download the iPrint Client from the iPrint Appliance Welcome page or copy and execute `nipp.exe` from the iPrint server in `sys:\apache2\htdocs\ippdocs`.

NOTE: On terminal servers, the client auto-update does not work. To update the client with a newer release, you must install it manually.

12.11.2 Configuring iPrint for Terminal Server Clients

You can configure iPrint to work in any of the following ways, depending on the rights the terminal server client has.

- ♦ **Install user printers only:** User printers can only be installed and deleted by the user who installed the printer. User printers are not available to other users on the workstation.
- ♦ **Install workstation printers only:** Workstation printers can be installed and deleted only by users with sufficient rights. After a workstation printer is installed, all users using the workstation can print to it.
- ♦ **Try to install workstation printer first:** If the user has insufficient rights to install the printer, the printer is installed as a user printer.

To configure iPrint for terminal server clients:

- 1 Log in to the terminal server with Administrator or equivalent rights.
- 2 Click **Start > Programs > Novell iPrint > iPrint Settings**.
- 3 Click **Terminal Server**, then select the configuration option you want.
- 4 Click **OK**.

12.12 Uninstalling the iPrint Client

Uninstalling the iPrint Client is dependent on your workstation's operating system.

- ♦ [Section 12.12.1, "Uninstalling the Macintosh iPrint Client," on page 211](#)
- ♦ [Section 12.12.2, "Uninstalling the Windows iPrint Client," on page 211](#)

12.12.1 Uninstalling the Macintosh iPrint Client

You can uninstall iPrint from your workstation.

1. Select **Go > Computer > Applications > iPrint Uninstallation**.
2. Double-click **iPrint Uninstallation**.
3. Click Yes to uninstall the iPrint Client.

12.12.2 Uninstalling the Windows iPrint Client

To remove the Novell iPrint Client, use the **Add or Remove Programs** option in the Windows Control Panel.

NOTE: When you uninstall the Windows iPrint Client, all iPrint printers are removed from the workstation.

13 Mobile Device Management (MDM)

- [Section 13.1, “Managing the iPrint App with Android for Work,” on page 213](#)
- [Section 13.2, “Managing the iPrint App with ZENworks Configuration Management 2017,” on page 213](#)
- [Section 13.3, “Managing the iPrint App with ZENworks Mobile Management 3.2.x,” on page 215](#)
- [Section 13.4, “Configuring MobileIron to Manage the iPrint App,” on page 215](#)

13.1 Managing the iPrint App with Android for Work

The OpenText iPrint App available in the Google Play Store is enabled to manage configurations. The supported devices are Android 4.0 and later.

13.2 Managing the iPrint App with ZENworks Configuration Management 2017

The OpenText iOS iPrint App available in the Apple Play Store is enabled for ZENworks Configuration Management 2017. For information about provisioning iPrint iOS app, see [Provisioning Applications](#) in the [ZENworks 2017 Mobile Management Reference](#) guide.

13.2.1 Key-Value Pairs

Key-value pairs allow you to populate user login information and set configuration options.

Table 13-1 *iPrint Key-Value Pairs*

Key	Value
<code>server</code>	Specify the URL of your iPrint site. For example, <code>iprint.acme.com</code> .
<code>server1</code>	When specifying multiple servers, the subsequent servers will be <code>server2</code> , <code>server3</code> , and so forth. You can provide same or different user for each server.
<code>username</code>	Specify <code>\${LoginName}</code> for ZENworks to automatically populate the app with the login name of the ZENworks user. Alternatively, you can specify name of an individual user.
<code>configLocked</code>	The value is true or false. If the value is true, the app users will not be able to modify the iPrint app configuration on their devices. This value of the data type must be string and not boolean.

Examples for Key-Value Pairs

- ♦ **Multiple Servers and Same Users:** If there are two iPrint servers and you want all the app users to print through both the servers, specify the server values and `username` as the key.

Table 13-2 Multiple Servers and Same Users

Key	Value
server	iprint.acme.com
server1	iprint2.acme.com
username	\${LoginName}

- ♦ **Multiple Servers and Different Users:** If there are two iPrint servers and you want different set of app users to print through each server, specify the server values and subsequent `username` as the key. Use the key-value pair as `server` and `username` and `server2` and `username2`.

Table 13-3 Multiple Servers and Different Users

Key	Value
server	iprint.acme.com
username	admin
server1	iprint1.acme.com
username1	admin1

- ♦ **Sample Format of Configuration File**

```
<key>Configuration</key>
<dict>
    <key>server</key>
    <string>iprint.acme.com</string>
    <key>server1</key>
    <string>iprint1.acme.com</string>
    <key>username</key>
    <string>admin</string>
    <key>username1</key>
    <string>admin1</string>
    <key>configLocked</key>
    <string>true</string>
</dict>
```

13.3 Managing the iPrint App with ZENworks Mobile Management 3.2.x

ZENworks Mobile Management (ZMM) 3.2.x is a mobile device management solution that provides organizations with centralized management and control of the wireless device platforms in their enterprise network.

The OpenText iPrint App available in the Google Play Store is enabled for ZMM. You can now manage the OpenText iPrint app using ZMM solution. For information about adding iPrint app for Android devices, see [Adding and Managing Apps for Android Devices](#) in the [Managing User, Resources, and Applications](#) guide.

13.4 Configuring MobileIron to Manage the iPrint App

iPrint App is enabled for MobileIron. You must configure MobileIron to manage the iPrint mobile app.

- ♦ [Section 13.4.1, “Supported Features,” on page 215](#)
- ♦ [Section 13.4.2, “Adding the iPrint App to MobileIron,” on page 215](#)
- ♦ [Section 13.4.3, “Pre-Populating Fields for iPrint Login,” on page 217](#)
- ♦ [Section 13.4.4, “Distributing the iPrint App to Devices,” on page 219](#)

13.4.1 Supported Features

iPrint mobile app provides an additional feature to pre-populate the following fields on the iPrint login screen on both iOS and Android devices:

- ♦ **Server IP Address**
- ♦ **User ID**

13.4.2 Adding the iPrint App to MobileIron

- ♦ [“Adding the Android iPrint App” on page 215](#)
- ♦ [“Adding the iOS iPrint App” on page 216](#)

Adding the Android iPrint App

To add the Android iPrint app to MobileIron, upload the *.apk file and then apply the Android label to the application:

- 1 Download the OpenText iPrint for MobileIron Appconnect (*.apk) file from the [Novell downloads site \(https://download.novell.com\)](https://download.novell.com).
- 2 Upload the file to MobileIron:
 - 2a In the MobileIron Admin Portal, click the **Apps** tab.
 - 2b On the **App Distribution Library** tab, in the **Select Platform** drop-down list, select **Android**.
 - 2c Click **Add App**.

The Add App Wizard is displayed.

- 2d** Click **Next**, then specify the following information:

Distribution Type: Select **In-house App**.

Silently Install: If your device supports a silent install, select **Yes**. If the device does not support a silent install or if you are unsure, select **No**.

App Upload: Browse to and select the `.apk` file that you downloaded.

- 2e** Click **Next**, then specify the following information:

App Name: `OpenText iPrint` is already specified for you. This cannot be changed.

Display Version: The version is already specified for you. This cannot be changed.

Code Version: The version is already specified for you. This cannot be changed.

Description: Specify a short description for the app.

Override URL: For information about this feature, see the blue information icon next to this field.

Featured: Select whether you want to feature this app.

Category: Select the category that most closely matches the app. You can add a new category as described in the dialog box.

- 2f** (Optional) Click **Next**, then click **Browse** to upload any screen shots that you have for the app.

The mandatory image size is displayed in the dialog box.

- 2g** Click **Finish** to close the Add App Wizard.

- 3** Apply the Android label to your application:

- 3a** From the **App Distribution Library** tab on the **Apps** tab, select the `OpenText iPrint` app that you created, then click **Actions > Apply To Label**.

The Apply To Label dialog box is displayed.

- 3b** Select the **Android** label, then click **Apply > OK**.

Adding the iOS iPrint App

To add the iOS iPrint app to MobileIron, import it from the Apple Appstore and then apply the iOS label to the application:

- 1** Import the app from the Apple Appstore:

- 1a** In the MobileIron Admin Portal, click the **Apps** tab.

- 1b** On the **App Distribution Library** tab, in the **Select Platform** drop-down list, select **iOS**.

- 1c** Click **App Store Import**.

The App Store Search dialog box is displayed.

- 1d** In the **App Name** field, type `OpenText iPrint`.

- 1e** In the **App Store** field, select the country appropriate to your location.

- 1f** Click **Search**.

- 1g** Click **Import** next to the `OpenText iPrint` app, then click **OK** after it is imported.

- 1h** Close the App Store Search dialog box.

- 1i From the **App Distribution Library** tab on the **Apps** tab, click the **Edit** icon next to the OpenText iPrint app that you imported.
The Edit App for iOS dialog box is displayed.
- 1j Make any desired changes to the app details and icon, then click **Save**.
- 2 Apply the iOS label to your application:
 - 2a From the **App Distribution Library** tab on the **Apps** tab, select the OpenText iPrint app that you just created, then click **Actions > Apply To Label**.
The Apply To Label dialog box is displayed.
 - 2b Select the **iOS** label, then click **Apply > OK**.

13.4.3 Pre-Populating Fields for iPrint Login

Pre-populate the server URL and user ID fields for both the iOS and Android apps.

You must modify the app configuration for Android, and create a new app configuration for iOS.

- ♦ [“Creating the iOS iPrint App Configuration for MobileIron” on page 217](#)
- ♦ [“Key-Value Pairs” on page 218](#)
- ♦ [“Modifying the Android iPrint App Configuration for MobileIron” on page 219](#)

Creating the iOS iPrint App Configuration for MobileIron

- 1 In the MobileIron Admin Portal, click the **Policies & Configs** tab.
- 2 On the Configuration tab, click **Add New > AppConnect > Configuration**.
The New AppConnect App Configuration dialog box is displayed.
- 3 Specify the following information:

Name: Provide a name for the configuration, such as `iPrint iOS Configuration`.

Description: (Optional) Provide a description for the configuration.

Application: Specify the iPrint iOS bundle ID, which is `com.novell.print`.
- 4 In the **App-specific Configurations** section, click the **Plus** icon to add a new field to the key-value pair table; you can then specify the key-value pair to be included in the configuration.
The key-value pairs that you can add are shown in [Table 13-4, “iPrint Key-Value Pairs,” on page 218](#). Key-value pairs that you add to the table represent the information that will be pre-populated for iPrint login.
- 5 Click **Save**.

Key-Value Pairs

Table 13-4 iPrint Key-Value Pairs

Key	Value
server	Specify the URL of your iPrint site. For example, iprint.acme.com.
server2	When specifying multiple servers, the subsequent servers will be <code>server2</code> , <code>server3</code> , and so forth. You can provide same or different user for each server.
user	Specify <code>\$USERID\$</code> for MobileIron to automatically populate the app with the users' MobileIron user ID. Alternatively, you can specify an individual user's user ID.
configlocked	The value is true or false. By default, the value is true and the app users will not be able to modify the iPrint app configuration on their devices.

Examples for Key-Value Pairs

- ♦ **Multiple Servers and Same Users:** If there are two iPrint servers and you want all the app users to print through both the servers, specify the server values and `user` as the key.

Table 13-5 Multiple Servers and Same Users

Key	Value
server	iprint.acme.com
server2	iprint2.acme.com
user	<code>\$USERID\$</code>

- ♦ **Multiple Servers and Different Users:** If there are two iPrint servers and you want different set of app users to print through each server, specify the server values and subsequent `user` as the key. Use the key-value pair as `server` and `user` and `server2` and `user2`.

Table 13-6 Multiple Servers and Different Users

Key	Value
server	iprint.acme.com
user	<code>\$USERID\$</code>
server2	iprint2.acme.com
user2	<code>\$USERID\$</code>

Modifying the Android iPrint App Configuration for MobileIron

- 1 In the MobileIron Admin Portal, click the **Policies & Configs** tab.
- 2 On the **Configuration** tab, in the **Name** column, click the name of the iPrint configuration for the iPrint app that you uploaded, as described in [“Adding the Android iPrint App” on page 215](#).
- 3 Click **Edit**.
The Modify AppConnect App Configuration dialog is displayed.
- 4 Specify the following information:
Name: Provide a name for the configuration, or keep the default.
Description: (Optional) Provide a description for the configuration, or keep the default.
Application: Select `OpenText iPrint` from the drop-down list.
- 5 In the **App-specific Configurations** section, keep or remove the key-value pairs that are shown in [Table 13-4, “iPrint Key-Value Pairs,” on page 218](#). Key-value pairs that remain in the table represent the information that will be pre-populated for iPrint login.
- 6 Click **Save**.

13.4.4 Distributing the iPrint App to Devices

You must distribute the iPrint app to devices in your organization via MobileIron if this is the first time your organization is using MobileIron with iPrint, or any time a new device enters the organization.

Some users might have independently download the iPrint app from the app store before their device is managed by MobileIron. Even in this scenario, you must push the app to their device via MobileIron. (These devices will lose any cached or downloaded files within the iPrint app after their device becomes managed and the iPrint app is pushed to their device.)

14 iPrint Management Client

iPrint Management client is a browser independent management tool. This is a Standalone utility for managing printer drivers and driver profiles. Only iPrint Administrators have access to this. Administrators can upload drivers for Windows, Mac and Linux. It provides a seamless experience, improved security and large driver uploads are made easy and fast.

- ♦ [Section 14.1, “Managing Printer Drivers,” on page 221](#)
- ♦ [Section 14.2, “Managing Printer Driver Profile,” on page 224](#)

14.1 Managing Printer Drivers

A printer driver or PostScript Printer Description (PPD) file is software that directly supports a physical printer, enabling it to carry out its functions.

Hardware vendors develop printer drivers and PPD files, which are specific to each printer. Most printers require different printer drivers for each operating system they interact with. You can use iManager to view a list of printer drivers and PPD files you have uploaded to the Driver Store. On Windows 10 and Windows 11 platforms, you can also upload printer drivers by using a command line option. You can add printer drivers and PPD files from diskettes, CDs, and the workstation operating system.

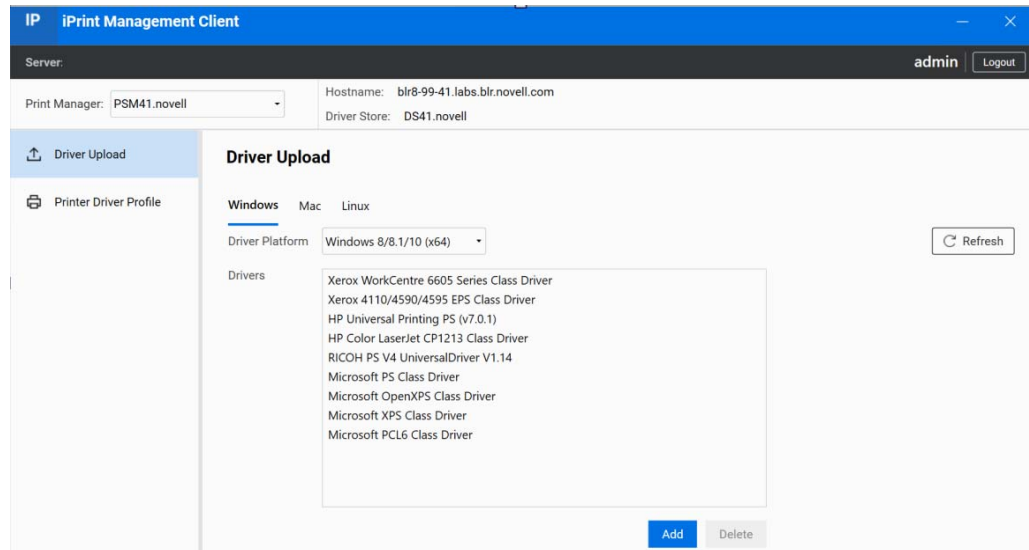
The Driver Store daemon must be running in order to add printer drivers, and the iPrint Client must be installed on a Linux or Windows workstation. To install the client, go to http://dns_name or IP_address/ipp and click the [Install iPrint Client](#) link.

14.1.1 Adding a Printer Driver

To add printer drivers to the Driver Store:

- 1 Right-click the **OpenText iPrint Client** tray icon in the system tray on the taskbar and choose **Manage**. The iPrint Management Client is launched.
- 2 Login to the **iPrint Management Client**.
- 3 From the **Print Manager** drop-down list, select the Print Manager where you want the driver to be stored and made available to the printers on that manager.
- 4 Select the **Printer Driver Upload** on the left pane.
- 5 Do one of the following:
 - 5a If the client platform is **Windows**, perform the following:
 - 5a1 Click the **Windows** tab.

Figure 14-1 Windows Driver Upload



5a2 You can choose *Windows 8/8.1/10(x64)* or *Windows 8/8.1/10(x86)* as Driver Platforms.

5a3 Click **Add**, and the **Add Printer Wizard** with the available printer drivers is displayed. The drivers installed on your workstation are made available to be uploaded to the Driver Store. You can upload only drivers for the platforms installed on your workstation.

5a4 Select the driver and click **OK**.

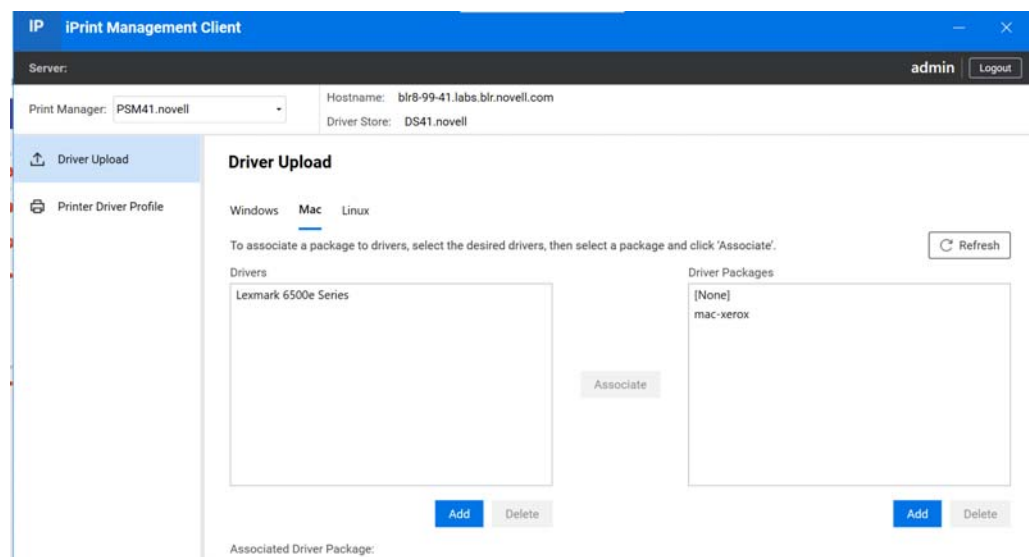
5a5 If you want to delete the driver(s), you can select the driver(s) that is added and click **Delete**.

5a6 Click **Refresh** to refresh the screen and display the changes you just made.

5b If the client platform is MAC perform the following:

5b1 Click the **MAC** tab.

Figure 14-2 Driver Upload



- 5b2** Click **Add** under the **Driver** pane, and the **Add Printer Wizard** with the available printer drivers is displayed. The drivers installed on your workstation are made available to be uploaded to the Driver Store. You can upload only drivers for the platforms installed on your workstation.
- 5b3** Select the driver and click **OK**.
- 5b4** Click **Add** under the **Driver Packages** pane. Browse and select the package from the **Driver Packages** list.
- 5b5** Click **OK**.
- 5b6** Click **Associate**. This associates the selected driver to the package. When a user installs the printer, the driver and its associated files from this package are installed on the workstation. If the dependent files are missing, the printer installation fails.
- 5b7** To disassociate a driver from the package, select the driver and select None from the Driver Packages list and click Associate. The driver is no longer associated to any package.
- 5b8** If you want to delete the driver(s), you can select the driver(s) that is added and click **Delete**.
- 5b9** Click Refresh to refresh the screen and display the changes you just made.
Associated Driver Package: Displays the driver package, if any, associated with the selected drivers. This is the dependent package for the driver and is installed with the printer. This option is available only on a Mac machine.
- 5c** If the client platform is Linux, perform the following:
 - 5c1** Click the Linux tab. Generic PostScript Printer Foomatic/Postscript(recommended) and Generic PCL 4 Printer Foomatic/laserjet (recommended) are the two default printer drivers.
 - 5c2** Click **Add**, the **Add Printer Wizard** with the available printer drivers is displayed. The drivers installed on your workstation are made available to be uploaded to the Driver Store. You can upload only drivers for the platforms installed on your workstation.
 - 5c3** Select the Driver and click **OK**.
 - 5c4** If you want to delete the driver(s), you can select the driver(s) that is added and click **Delete**.
 - 5c5** Click **Refresh** to refresh the screen and display the changes you just made.

14.2 Managing Printer Driver Profile

A printer driver profile allows you to set the driver defaults for a Windows printer driver. When you associate the printer driver profile to a printer, the printer is installed and configured with your defined settings. For example, in a law office you might want the default paper size to be legal size. This means that every time the printer and its corresponding driver is installed on a workstation, the paper size is set to legal size.

When creating a printer driver profile, you work directly with a platform-specific printer driver; so you should create and modify profiles from the same operating-specific platform as the printer driver. For example, to create or modify a Windows 10 printer driver profile, you must access iPrint Management Client and complete the task from a Windows 10 workstation.

Use the Bi-Directional driver option to enable the selected printer driver to communicate with the printer. Bi-Directional communication allows the driver to communicate with the printer and discover its capabilities. This enables you to create more detailed profiles. Bi-Directional drivers communicate with the printer during profile creation. If your printer is not reachable from the client during profile creation, only basic profiles are created. When you create a profile for Bi-Directional drivers, you must provide a Printer Agent.

Use the Universal Printer Driver (UPD) model to simplify the task of managing the vast array of printer makes and models. This model allows the printer vendor to create a single printer driver that works with most of the printer and multifunction devices that the vendor manufactures. With this innovation, the Administrator/User no longer needs to install a unique driver for each and every printer model, but uses one driver to communicate with their devices.

Installing the UPD on the iPrint server (NetWare or Linux) is the same as installing individual drivers. Use iPrint Management Client to upload the driver to the Broker or Driver Store and then assign this driver to the printers using iManager. You should use the latest iManager and also the latest support packs/updates for the iPrint server. Updates include printer driver profile updates, and enhancements for bidirectional communications, which are necessary for UPD function and printer driver profile creation.

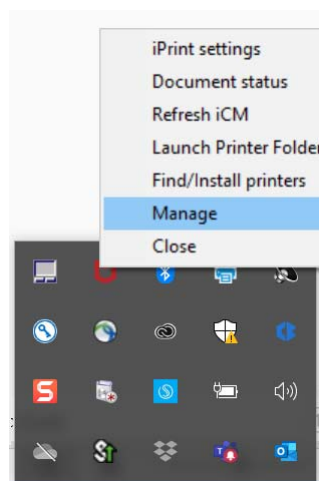
You can create, copy, delete, and modify the printer driver profiles.

- [Section 14.2.1, “Creating a Printer Driver Profile,” on page 224](#)
- [Section 14.2.2, “Modifying a Printer Driver Profile,” on page 226](#)
- [Section 14.2.3, “Copying a Printer Driver Profile,” on page 226](#)
- [Section 14.2.4, “Deleting a Printer Driver Profile,” on page 226](#)

14.2.1 Creating a Printer Driver Profile

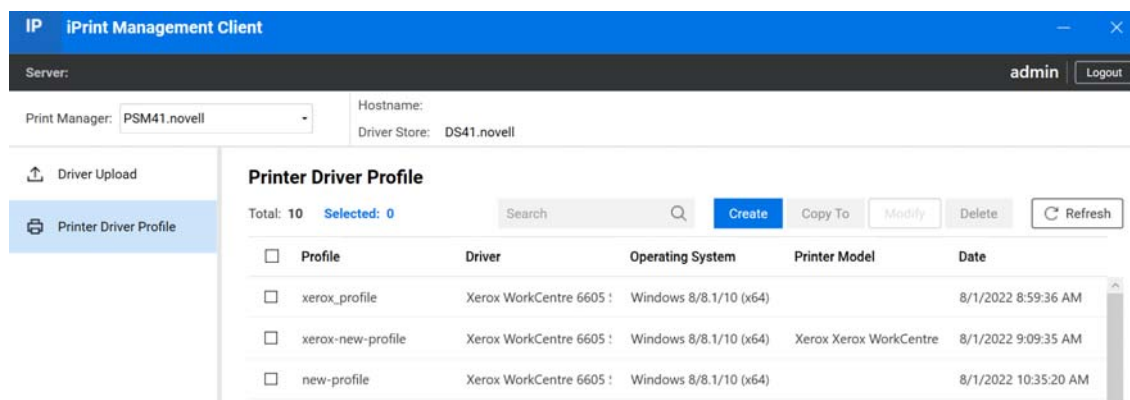
- 1 Right-click the **OpenText iPrint Client** tray icon in the system tray on the taskbar and choose **Manage**. The iPrint Management Client is launched.

Figure 14-3 Tray Icon



- 2 Login to the **iPrint Management Client** with the Administrator credentials.

Figure 14-4 Printer Profile View



- 3 From the **Print Manager** dropdown list, select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.
- 4 Select the **Printer Driver Profile** on the left pane and click **Create**.
- 5 In the **Create driver profile** window, perform the following tasks:
 - 5a Specify the Driver Profile name.
You can create a new driver profile or you can use the existing driver profile.
 - 5b To create a new driver profile, select *Create new driver profile* and then select the driver for new profile from the list.
 - 5c To use the existing driver profile, select *Create using existing driver profile* and then select the driver profile from the list of existing driver profiles.
The associated printer model of the selected driver profile is displayed.
 - 5d To enable printer communication, select the *Requires printer communication* check box.
 - 5e Specify the name of the existing Printer Agent in the *iPrint Printer name* field. The driver profile is created and associated with the printer model.

NOTE: Ensure that your printer is reachable from the client during profile creation, or only basic profiles are created.

- 5f Click **Confirm**. The Loading Driver Configuration window appears and shows the progress.
The driver profile is created.

After creating a printer driver profile, you must associate it with a printer.

14.2.2 Modifying a Printer Driver Profile

- 1 Right-click the **OpenText iPrint Client** tray icon in the system tray on the taskbar and choose **Manage**. The iPrint Management Client is launched.
- 2 Login to the **iPrint Management Client**.
- 3 From the **Print Manager** dropdown list, select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.

- 4 Select the **Printer Driver Profile** on the left pane.
- 5 Select the *Driver Profile* that you want to modify and click **Modify**.
You can select only one driver profile at a time for modification.
- 6 The Loading Driver Configuration window is displayed to indicate the progress.
The driver profile is modified.

14.2.3 Copying a Printer Driver Profile

- 1 Right-click the **OpenText iPrint Client** tray icon in the system tray on the taskbar and choose **Manage**. The iPrint Management Client is launched.
- 2 Login to the **iPrint Management Client** with the administrator credentials.
- 3 From the **Print Manager** dropdown list, select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.
- 4 Select the **Printer Driver Profile** on the left pane.
- 5 Select the *Driver Profile(s)* (source) that you want to copy from and click **Copy**.
- 6 Select the Print Manager/ Server (destination) that you want to copy to.
- 7 Click *Confirm*.
The driver profile is copied.

14.2.4 Deleting a Printer Driver Profile

- 1 Right-click the **OpenText iPrint Client** tray icon in the system tray on the taskbar and choose **Manage**. The iPrint Management Client is launched.
- 2 Login to the **iPrint Management Client**.
- 3 From the **Print Manager** dropdown list, select the Print Manager where you want the driver profile to be stored and made available to the printers on that manager.
- 4 Select a **Printer Driver Profile** on the left pane.
- 5 Select the *Driver Profile(s)* that you want to delete and click **Delete**. The confirmation page is displayed.
- 6 Click *Confirm*.
The driver profile(s) is deleted.

15 Troubleshooting iPrint Appliance

You might encounter the following issues when using iPrint Appliance.

NOTE: The iPrint Appliance print server maintains log files to help with debugging the server's activity. The log files are located at the following locations:

- ♦ Novell iManager: `/var/opt/novell/tomcat/logs/catalina.<date>.log`
- ♦ Novell iPrint Authentication Log: `/var/opt/novell/log/iprintauth/iprint-auth.log`
- ♦ Novell iPrint Mobile: `/var/opt/novell/log/iprintmobile/iprint_mobile0.log`
- ♦ Management Console: `/var/opt/novell/jetty8/logs/jetty.stderrout.out`
- ♦ Export Backup: `/var/opt/novell/log/iprintmobile/backup.log`
- ♦ Upgrade Restore: `/var/opt/novell/log/iprintmobile/restore.log`
- ♦ Print Manager: `/var/opt/novell/log/iprint/ipsmd.log`
- ♦ Driver Store: `/var/opt/novell/log/iprint/idsd.log`
- ♦ eDirectory: `/var/opt/novell/eDirectory/log/ndsd.log`
- ♦ Apache: `/var/log/apache2/error_log`

-
- ♦ [Section 15.1, “Server Issues,” on page 229](#)
 - ♦ [Section 15.2, “Migration Issues,” on page 231](#)
 - ♦ [Section 15.3, “LDAP Issues,” on page 232](#)
 - ♦ [Section 15.4, “Renderer Issues,” on page 232](#)
 - ♦ [Section 15.5, “General Issues,” on page 238](#)

15.1 Server Issues

- ♦ [Section 15.1.1, “Recreate the Print Manager Database,” on page 230](#)
- ♦ [Section 15.1.2, “Processor Utilization Increases When 10,000 Users Are Imported from an External LDAP Source,” on page 231](#)

15.1.1 Recreate the Print Manager Database

If you have accidentally deleted the Print Manager, then it can be restored by using the XML backup file. The `/var/opt/novell/iprint/<PrintManager.context>.psm/padbt.txt.xml` file includes all the relevant information to restore the Print Manager database. When the Print Manager is deleted, the `padbt.txt.xml` file is copied to the `/tmp` folder and renamed with the name of the Print Manager and timestamp.

Perform the following steps to restore the Print Manager:

- 1 Locate the XML file. It will be available in the `/tmp` directory.

- ♦ Syntax:

```
<Print Manager name>.<Context>_<Year-Month-Date>__<HR:MN:SEC>
```

- ♦ Example:

```
iPrintnew.iPrintAppliance_202-16__22:58:48
```

- 2 Create the Print Manager object.

When creating the Print Manager, refer to the backup XML to ensure you are using the same information:

- ♦ Print Manager Name = first part of the `<dn>` within the XML
- ♦ Container Name = latter part of the `<dn>` within the XML
- ♦ eDir Server name = `<dserver>` part of the XML, however, browse to the object. Don't use the network address.
- ♦ Driver Store Name = `<ids>` part of the XML
- ♦ iPrint Service = `<hostname>` of the XML. It is very important this part is identical. Changing this value could result in all workstations auto removing and auto re-installing all printers installed to workstations.

- 3 Shutdown the Print Manager.

```
rcnovell-ipsmd stop
```

- 4 Import the data from the backup XML file:

- ♦ Syntax:

```
/opt/novell/iprint/bin/ipsmd -x /tmp/systemd-private-<HEX Value>-  
apache2.service-<Characters>/tmp/<Print Manager  
name>.<Context>_<Year-Month-Date>__<HR:MN:SEC> -u cn=<eDir admin  
name>,o=<OrganizationName>
```

- ♦

```
/opt/novell/iprint/bin/ipsmd -x /tmp/systemd-private-  
ac0dbc6a87f24f2f940484c10937a5f0-apache2.service-WePGnZ/tmp/  
iPrintnew.iPrintAppliance_2018-02-16__22:58:48 -u  
cn=admin,o=MyContainer
```

Provide the admin password

- 5 On successfully completing the import, start the Print Manager:

```
rcnovell-ipsmd start
```

The Print Manager is successfully loaded.

15.1.2 Processor Utilization Increases When 10,000 Users Are Imported from an External LDAP Source

When syncing users from an external LDAP source, the processor utilization increases if you try to import 10,000 users.

The reason for this behavior is that the User Sync is scheduled to run every 8 minutes, by default. Therefore, each time the User Sync is started, which is every 8 minutes, the processor utilization increases to around 50%, and remains in that state for up to 5 minutes. The utilization might further increase if you import over 10,000 users.

To work around this issue, you can change the sync interval by editing the `crontab` file.

- 1 Launch the `crontab` file located at `/etc/crontab`.
- 2 Browse to the line where the sync interval is set to 8 minutes.

```
# run iprint migrate every 8 minutes
*/8 * * * * root /usr/bin/python /opt/novell/iprintmobile/python/
migrate/migrateUsers.pyc >> /var/log/ipmigrate.log 2>&1
```
- 3 Change the time to the desired time interval.

For information on scheduling time intervals for cron jobs, see the article about [Cron](#) on Wikipedia.

15.2 Migration Issues

15.2.1 AirPrint Printer Installation Fails Post Migration

The AirPrint printer installation on Mac devices fail to work after migrating the iPrint Appliance from 4.x to 5.0. To resolve this issue, do the following:

- 1 Run the command `sed -i s/iPad\)/ipad\|macOS\)/g /etc/apache2/vhosts.d/vhost-ssl.conf`
- 2 Restart Apache using the command `systemctl restart apache2`

15.2.2 The `iprint_mobile0.log` File Displays Warnings Post Migration

Migrate to iPrint Appliance 4.1. On successful migration, when you send a print job by using email or mobile devices, the job is printed successfully. However, the `iprint_mobile0.log` file displays warnings stating, "Permission Denied" for `servicestatus.props` and `audit.csv` files. To resolve the warnings, do the following:

- 1 Post migration, run the `chown` command to change the file permissions:

```
/bin/chown -R iprintmobile:iprint /vastorage/iprint/var/opt/novell/
iprintmobile/servicestatus.props
/bin/chown -R iprintmobile:iprint /vastorage/iprint/var/opt/novell/
iprintmobile/audit.csv
```

This resolves the issue and no warnings are reported in the `iprint_mobile0.log` file.

15.3 LDAP Issues

- [Section 15.3.1, “Active Directory Administrator Users Unable to Perform Administrative Tasks Post LDAP Import,” on page 232](#)
- [Section 15.3.2, “LDAP Import Fails to Import Administrator User from Active Directory Environments,” on page 232](#)

15.3.1 Active Directory Administrator Users Unable to Perform Administrative Tasks Post LDAP Import

Admin users migrated to iPrint Appliance through LDAP Import cannot perform administrative tasks such as managing iManager. This is because the LDAP Import feature imports only the user names but not the passwords. iManager fails to authenticate AD users with no passwords.

15.3.2 LDAP Import Fails to Import Administrator User from Active Directory Environments

When importing users from Active Directory environments, LDAP import fails to import the administrator user account.

The Active Directory administrator user is not required for iPrint Appliance. iPrint Appliance contains an in-built administrator account. The admin account of iPrint Appliance manages all users imported from Active Directory.

15.4 Renderer Issues

- [Section 15.4.1, “Secure Renderer Registration Fails,” on page 233](#)
- [Section 15.4.2, “RPC Error is Displayed When Accessing Management Console,” on page 233](#)
- [Section 15.4.3, “Upgrading iPrint Renderer From 1.0 or 1.0.1 to 1.1 Corrupts the iPrintRenderer.conf File,” on page 233](#)
- [Section 15.4.4, “PowerPoint Job Fails to Print,” on page 234](#)
- [Section 15.4.5, “Jobs Fails to Print,” on page 234](#)
- [Section 15.4.6, “Remote Renderer Status is Inactive,” on page 234](#)
- [Section 15.4.7, “Remote Renderer Status is Inactive After Appliance Upgrade,” on page 234](#)
- [Section 15.4.8, “iPrint Rendering Service Hangs,” on page 235](#)
- [Section 15.4.9, “Printer Drivers are Missing After Registering the Remote Renderer,” on page 235](#)
- [Section 15.4.10, “Local Renderer Fails to Print the Password-Protected PDF Files,” on page 235](#)
- [Section 15.4.11, “Printer Prints Junk Characters,” on page 235](#)
- [Section 15.4.12, “Remote Renderer Fails to Start Because of Login Failure,” on page 236](#)
- [Section 15.4.13, “Adobe Acrobat 11 Pro Hangs While Rendering PDF Files,” on page 236](#)
- [Section 15.4.14, “Disk Space Gets Filled Up During Continuous Job Submission,” on page 237](#)

- ♦ [Section 15.4.15, “iPrint Rendering Service Fails to Start If the Windows User Account Password Changes or Expires,” on page 237](#)
- ♦ [Section 15.4.16, “iPrntRendCmd Stops Responding During Configuration or Other Command Line Operations,” on page 237](#)
- ♦ [Section 15.4.17, “Upgrade Option Missing for Remote Renderer,” on page 237](#)

15.4.1 Secure Renderer Registration Fails

On applying SUSE SLE security updates, registration to a secure renderer fails. To resolve this issue, do the following:

- 1 On the appliance, execute the following commands:

1a Make the `/opt/novell/iprintmobile/bin/certman.sh` script executable: `chmod +x certman.sh`

1b `sh certman.sh -t utils -c`

1c `sh certman.sh -t cert -s`

1d `sh certman.sh -t cert -g`

- 2 On the Windows computer, do the following:

2a [Downloading the Remote Renderer](#)

2b [Installing and Configuring the Remote Renderer](#)

2c [Registering the Remote Renderer](#)

On applying the security patches, the existing Remote renderer continues to work without any issues. The above issue is encountered with a new Secure Remote renderer or re-registration of the existing renderer.

15.4.2 RPC Error is Displayed When Accessing Management Console

Certificate validation fails if the third party certificate is already configured and activated before configuring iPrint Appliance server.

To resolve this issue, configure the iPrint Appliance server again and then upload and activate the certificates.

15.4.3 Upgrading iPrint Renderer From 1.0 or 1.0.1 to 1.1 Corrupts the iPrintRenderer.conf File

If you have upgraded the renderer from 1.0 or 1.0.1 to 1.1, the `iPrintRenderer.conf` file gets corrupted. On corruption of this file, the renderer also fails to uninstall.

To resolve this issue, do the following:

- 1 Replace the contents of the `c:/NDPS/Renderer/Conf/iPrintRenderer.conf` file with the following:

```
Word=doc,docx,rtf,docm,dotm
Excel=xls,xlsx,xlsm,xlsb
Powerpoint=ppt,pptx,pptm,ppsm
inBuiltPDFRenderer=pdf
#Adobe=pdf
```

- 2 On your client workstation, uninstall the Renderer.
- 3 Install the latest renderer. For more information, see [Section 9.3, “Installing and Configuring a Remote Renderer,” on page 80](#).

15.4.4 PowerPoint Job Fails to Print

If the remote renderer configured with Microsoft Office 2013 is under continuous load, then it may fail to print PowerPoint jobs. This issue is not caused if the remote renderer is configured with Microsoft Office 2010.

To resolve this issue, stop and start the remote renderer.

15.4.5 Jobs Fails to Print

If the remote renderer is configured on Windows 8.1, Windows 2012, and Windows 2012 R2 server, then over the period of time, you might encounter consistent print failure. This is because the in-built pdf renderer might have stopped responding.

To resolve the issue, restart the remote rendering service using the following commands:

- 1 To stop the renderer, run `iprntrendcmd -q`
- 2 To start the renderer, run `iprntrendcmd -l`

15.4.6 Remote Renderer Status is Inactive

Sometimes the remote renderer status might change to Inactive and activating it from the Management Console also fails to change the status.

To resolve this issue, restart the renderer using the following commands:

- 1 To check the status of the service, run `iprntrendcmd -s`
- 2 To start the renderer, run `iprntrendcmd -l`

15.4.7 Remote Renderer Status is Inactive After Appliance Upgrade

If you have a remote renderer associated with the iPrint Appliance, then upgrading the iPrint Appliance changes the remote renderer status to Inactive. To resolve this issue, follow the steps from [Section 9.3.3, “Downloading the Remote Renderer,” on page 81](#) to [Section 9.3.5, “Registering the Remote Renderer,” on page 82](#) to download, install, and register the new renderer.

15.4.8 iPrint Rendering Service Hangs

The iPrint Rendering Service might hang with the service status “Stopping.”

This issue is caused when the remote renderer fails to restart when using the configuration or registration commands.

To workaroud this issue:

- 1 Launch the **Windows Task Manager**.
- 2 Click the **Processes** tab.
- 3 Check the **Show processes from all users** box.
- 4 Right-click **iPrint Rendering Service.exe**, then click **End Process**.
- 5 Start the remote rendering service by using the `iprntrendcmd -l` command or through the window services panel.

15.4.9 Printer Drivers are Missing After Registering the Remote Renderer

After registering the remote renderer, self-signed and un-signed drivers are not installed.

To resolve this issue, run the command, `iprntrendcmd -rt <FDN or IP Address>`

On the prompt, accept the certificate for each driver.

15.4.10 Local Renderer Fails to Print the Password-Protected PDF Files

The local renderer fails to print password-protected or corrupt PDF files.

You might get a message in the audit page that the job is complete or success message for email printing, if the local renderer uses the pre-packaged driver for printing.

15.4.11 Printer Prints Junk Characters

When trying to print a document, the printer might print only junk characters in the following scenarios:

- ♦ This issue is caused because the local renderer does not support all the font types. To resolve this issue, you can install the Microsoft TrueType fonts on your iPrint Appliance server.
 1. Log in as `root`.
 2. Type the following command to navigate to the `fonts` directory, then press Enter:

```
cd /opt/novell/iprintmobile/fonts/
```
 3. Install the supported RPM files by typing the following command, then press Enter:

```
rpm -ivh *.rpm
```

The RPM files are now installed on the iPrint server.
 4. Run the script to retrieve the fonts by typing the following command, then press Enter:

```
sh fetchmsttfonts-11.1-5.7.10-fetchmsttfonts.sh.txt
```

The fonts are downloaded from Sourceforge and installed on your iPrint server.

- ♦ Few of the Linux drivers might fail to print due to absence of certain filters. You can verify this information, using the command: `lpstat -p`

The command displays the status of the drivers. Change the driver for which you have received the failure messages. This is applicable only for local renderer.

- ♦ If the remote renderer is registered with Built-in-PDF Renderer for processing the PDF jobs, it might print junk characters for PDF files.

To resolve this issue, you need to reconfigure the remote renderer using `iprntrendcmd -c` command.

- ♦ If the remote renderer is not registered for PDF file processing, the printer might print only junk characters and not the actual content. This can be caused by an incompatible printer driver.

To work around this issue, use the drivers that are compatible with your printer.

15.4.12 Remote Renderer Fails to Start Because of Login Failure

The remote rendering service might not start if the credentials provided are incorrect, or if the user account does not have the **Log on as a service** rights.

To resolve this issue, you must assign the **Log on as a service** rights to the user account with which you want to set up the renderer, on the local machine:

- 1 Go to **Start > Control Panel > Administrative Tools > Local Security Policy**.
- 2 In the left pane, double-click **Local Policies**.
- 3 Click **User Rights Assignment**.
- 4 In the right pane, under **Policy**, double-click **Log on as a service**.
- 5 Click **Add User or Group**.
- 6 Add the user account to the list, then click **OK**.
- 7 Click **OK**, then close the Local Security Policy window.

15.4.13 Adobe Acrobat 11 Pro Hangs While Rendering PDF Files

When rendering PDF files using Adobe Acrobat 11 Pro, Adobe Acrobat might stop responding and not complete the rendering process.

To work around this issue, kill Adobe Acrobat from **Windows Task Manager**, then try again.

15.4.14 Disk Space Gets Filled Up During Continuous Job Submission

When handling a large number of print requests, the remote renderer might not be able to automatically delete the converted job data, and the disk space allocated for the remote renderer might fill up.

To work around this issue, you must manually delete the stored jobs.

- 1 Launch the command prompt.
- 2 Stop the iPrint Rendering Service manually using the command `iPrntRendCmd -q`.
- 3 Delete the files in the jobs folder located at `C:\NDPS\Renderer\jobs`.
- 4 Start the iPrint Rendering Service using the command `iPrntRendCmd -l`.

15.4.15 iPrint Rendering Service Fails to Start If the Windows User Account Password Changes or Expires

The iPrint Rendering Service might not work if the password of the user account associated with the service changes or expires.

To work around this issue, you must update the new password for the iPrint Rendering Service on the Services utility.

- 1 Click **Start > Run**.
- 2 Specify `services.msc`, then click **OK**.
- 3 Right-click **iPrint Rendering Service**, then click **Properties**.
- 4 Click the **Log On** tab.
- 5 Under **This account**, update the new password, then click **Apply**.
- 6 Click **OK**.
- 7 Right-click **iPrint Rendering Service**, then click **Start** or **Restart** to start the service.

15.4.16 iPrntRendCmd Stops Responding During Configuration or Other Command Line Operations

When configuring or modifying the remote renderer, the `iPrntRendCmd` command might stop responding.

To work around this issue, close the command prompt that is currently open, launch a new command prompt window, and then try the `iPrntRendCmd` command again.

15.4.17 Upgrade Option Missing for Remote Renderer

The remote renderer on iPrint Appliance does not provide an upgrade option.

This is a known limitation of the remote renderer in the iPrint Appliance 1.1 and earlier versions.

To resolve this issue, follow the steps from [Section 9.3.3, “Downloading the Remote Renderer,” on page 81](#) to [Section 9.3.5, “Registering the Remote Renderer,” on page 82](#) to download, install, and register the new renderer.

15.5 General Issues

- ♦ [Section 15.5.1, “Unable to customize iPrint maps,” on page 238](#)
- ♦ [Section 15.5.2, “Unable to upload Xerox GPD and HP UPD driver from iManager,” on page 239](#)
- ♦ [Section 15.5.3, “Fails to Print Jobs With Conversion Failure Error,” on page 239](#)
- ♦ [Section 15.5.4, “iPrint Appliance Migration Target Server SSL Authentication Fails,” on page 240](#)
- ♦ [Section 15.5.5, “RPC Error When Enabling Printers for Mobile Printing,” on page 240](#)
- ♦ [Section 15.5.6, “Email Printing Fails When the Filename Includes Extended Characters Or Double-byte Characters,” on page 240](#)
- ♦ [Section 15.5.7, “Unable to Configure Email Printing When SSL Is Enabled for IMAP/POP on a Mail Server,” on page 240](#)
- ♦ [Section 15.5.8, “DataStore Creation Fails,” on page 241](#)
- ♦ [Section 15.5.9, “Garbage Characters Printed When Printing from Gmail on Internet Explorer,” on page 241](#)
- ♦ [Section 15.5.10, ““Canceled by Operator” Messages in the Audit Logs,” on page 241](#)
- ♦ [Section 15.5.11, “Secure Printer Continues Printing after Changing the User Password \(Local Appliance eDirectory Users Only\),” on page 241](#)

15.5.1 Unable to customize iPrint maps

The existing maps cannot be modified on updating the iPrint Appliance server with the latest patches. To resolve this issue, edit the HTML tags in the existing maps and replace with the new tags.

- 1 Open the iPrint map file in any HTML editor. For example, firstfloor.htm
- 2 The snippet from the map file that needs modification:

```
<html>
  <head>
    <title>
    </title>
    <meta http-equiv="content-type" content="text/html; charset=UTF-8">
    <style id="iprint_style">
      #ipp_printer { color: windowtext; font-family: sans-serif; font-size: 10pt; font-style: normal; font-weight: normal; }
    </style>
  </head>
  <body style="cursor: default;">
```

- 3 Replace only the above snippet with the new tags, do not modify any other tags in the file.

```

<html>
  <head>
    <meta http-equiv="content-type" content="text/html; charset=UTF-8">
    <style id="iprint_style">
      #ipp_printer { color: windowtext; font-family: sans-serif; font-
size: 10pt; font-style: normal; font-weight: normal; }
    </style>
    <link href="styles/iprintappliance.css" rel="stylesheet">
    <script src="scripts/iprint.js">
    </script>
    <script src="../../ippdocs/nls/en/iprntmsg.js">
    </script>
  </head>
  <body bgcolor="#ffffff" onload="OnLoadPDdisplay();">
    <div id="instruction">
      <div id="instructionHeading">
      </div>
      <div id="instructionContent">
      </div>
    </div>
    <div id="BodyMainDiv" style="position: relative;">
    </div>

```

- 4 Save the file and relaunch the map in the Map tool. You can now successfully modify the map.

15.5.2 Unable to upload Xerox GPD and HP UPD driver from iManager

The drivers cannot be uploaded due to out of memory issue. To resolve this issue, we recommend you to increase the Java heap size to 1GB for iManager.

Perform the following steps:

- 1 In the `/etc/opt/novell/tomcat6/conf/novell-tomcat6.conf` file append the variable `JAVA_OPTS` with the value `-Xmx1024M`.

```

# Use JAVA_OPTS to set java.library.path for libtcnative.so
#JAVA_OPTS="-Djava.library.path=/usr/lib"
#JAVA_OPTS="-Djava.library.path=/opt/novell/eDirectory/lib64"
#JAVA_OPTS="-Djava.library.path=/opt/novell/eDirectory/lib64:/var/opt/novell/tomcat6/lib"
JAVA_OPTS="-Djava.library.path=/opt/novell/eDirectory/lib64:/var/opt/novell/tomcat6/lib:/usr/lib64 -Xmx1024M"
# What user should run tomcat
TOMCAT_USER="wwwrun"
TOMCAT_GROUP="www"
#TOMCAT_USER="tomcat"
#TOMCAT_GROUP="tomcat"

```

- 2 Execute the following command to restart tomcat:

```
rcnovell-tomcat6 restart
```

15.5.3 Fails to Print Jobs With Conversion Failure Error

If the printer drivers are faulty the jobs might fail with a conversion failure error.

To resolve this issue, reinstall the driver for that particular printer.

15.5.4 iPrint Appliance Migration Target Server SSL Authentication Fails

iPrint Appliance Migration target server SSL authentication might periodically fail.

To resolve this issue, close the **miggui** application and launch it again.

15.5.5 RPC Error When Enabling Printers for Mobile Printing

When enabling printers for Mobile printing using the iPrint Appliance Management Console, you might encounter an RPC error.

To resolve this issue, you can log out and log in to the iPrint Appliance Management Console if the browser session is open for a long time, or you can refresh the Printers page. If you are still seeing the RPC error, restart the Print Manager service, and then try to enable the printer for mobile printing.

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click the **iPrint Appliance Configuration** icon.
- 3 Under **Configuration**, click **Services**.
- 4 Select **Print Manager**.
The **Action** and **Options** drop-down menus are activated.
- 5 Click the **Action** drop-down menu, then click **Restart**.

15.5.6 Email Printing Fails When the Filename Includes Extended Characters Or Double-byte Characters

Printing through email fails, if the name of the file includes either extended characters or double-byte characters.

To resolve this issue, rename the file to include only supported characters.

15.5.7 Unable to Configure Email Printing When SSL Is Enabled for IMAP/POP on a Mail Server

If SSL is enabled for IMAP/ POP on a mail server, you might be unable to configure email printing using the iPrint Appliance Management Console.

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click **Manage iPrint Appliance > Directory Servers**.
- 3 Click **Upload Certificate** to import the root certificate for your LDAP directory into the Java KeyStore (JVM Certificates).
- 4 Click **Reboot** to reboot iPrint Appliance.

After iPrint Appliance reboots, configure email printing from the iPrint Appliance Management Console.

15.5.8 DataStore Creation Fails

When trying to create a DataStore, you might see a message: “Failed to parse the XML file: XML document structures must start and end within the same entity.”

To work around this issue, run the configuration script located at `/opt/novell/iprintmobile/bin/config.sh`.

If you are still seeing the error, you must reinstall iPrint Appliance.

15.5.9 Garbage Characters Printed When Printing from Gmail on Internet Explorer

If you are using Gmail on Internet Explorer and you try to print an email, you might see garbage characters in place of line breaks. This is caused by a character encoding issue.

To work around this issue, you must change the default text encoding to UTF-8 in your Gmail settings.

- 1 Launch Internet Explorer, then go to www.gmail.com.
- 2 Sign in to Gmail with your user name and password.
- 3 Click the settings icon in the upper-right corner of the screen, then select **Settings**.
- 4 Under **General** settings, in the **Outgoing message encoding** section, select **Use Unicode (UTF-8) encoding for outgoing messages**.
- 5 Click **Save Changes**.

15.5.10 “Canceled by Operator” Messages in the Audit Logs

In the audit log files, you might see the following message:

`Canceled by operator`

This issue occurs if the files are not rendering correctly.

To work around this issue, ensure that the rendering service is active, and that the renderer is configured correctly.

15.5.11 Secure Printer Continues Printing after Changing the User Password (Local Appliance eDirectory Users Only)

When users change their passwords, secure printers might continue printing with the old password for up to 10 minutes. This is because of caching inside the iPrint LDAP authentication module, and affects only the users created inside the local eDirectory tree on iPrint Appliance.

To fix this issue, add the parameters `LDAPDNCacheTTL` and `LDAPDNCacheEntries` to the `iprint_g.conf` file, located at `/etc/opt/novell/iprint/httpd/conf/iprint_g.conf` as shown below:

To change the caching time to 30 seconds:

```
<IFModule mod_authnz_ldapdn.c>
```

```
LDAPDNCacheTTL 30
```

```
</IfModule>
```

To disable caching:

```
<IfModule mod_authnz_ldapdn.c>
```

```
LDAPDNCacheEntries -1
```

```
</IfModule>
```

After updating the `iprint_g.conf` file, launch the terminal window, and then restart the Apache service using the iPrint Appliance Management Console:

- 1 On a Web browser, use either the host name or the IP address to access the Management Console. For example, <https://10.0.0.1:9443> or <https://iprint.example.com:9443>.
- 2 Click the **iPrint Appliance Configuration** icon.
- 3 Under **Configuration**, click **Services**.
- 4 Select **Apache server for Novell for iPrint**.
The **Action** and **Options** drop-down menus are activated.
- 5 Click the **Action** drop-down menu, then click **Restart**.

A

Advanced Configuration for iPrint Mobile Service (Optional)

In addition to the Management Console, there are a few additional parameters that can be configured to fine-tune the iPrint service, based on your network and printing requirements. The iPrint Appliance Server Configuration file, located at `/etc/opt/novell/iprintmobile/conf/iprintmobile.conf`, allows you to customize the iPrint Mobile service per your requirements.

You must configure the `iprintmobile.conf` file manually. When assigning a value to any parameter, ensure that you uncomment the line, in order for the changes to take effect. After configuring the file, you must restart the iPrint Mobile service through the Management Console.

The advanced configuration is optional. For most environments, the configuration does not require modifications.

The iPrint Appliance server configuration file contains the following information:

Table A-1 iPrint Appliance Server Configuration File Contents

Parameter	Default Value	Function
home_directory	<code>/var/opt/novell/iprintmobile</code>	A directory on the file system that is used to store the data. This folder contains the service metadata and temporary job data.
conversion_wait_time	300	Duration of time (in seconds) that the job submission threads wait for the job conversion threads.
db_backup_interval	10000	Duration (in milliseconds) after which the database is backed up on the disk.
is_test_setup	false	Set this flag if the server is being set up for testing and no dedicated email address is available. Print job requests are read-only from the Cabinet folder.
job_submission_thread_timeout	60	Duration (in seconds) for which an excess idle thread waits before terminating.

Parameter	Default Value	Function
delete_completed_job_data	true	<p>Deletes the converted email print job data stored at /var/opt/novell/iprintmobile/jobs/. Set the value to <i>false</i> to retain the converted job data for email print jobs.</p> <p>The /var/opt/novell/iprintmobile/jobs/ folder does not maintain the IPP job data. IPP job data includes job data from the Novell iPrint app and Airprint. The job data for apps and AirPrint are stored in the PA spool directory of the Print Manager.</p> <p>WARNING: If you set the value to <i>false</i>, you must ensure that you delete the print job data regularly to free up disc space. If the disk space gets full, then email print jobs are not processed.</p>
fallback_to_local_converter	false	If the remote renderer fails, you can run the job through a local converter.
num_email_receiver_threads	0	Configure this parameter to the maximum number of threads to be used for processing multiple mailboxes. By default (when set to 0), the number of threads to email addresses ratio is 1:5 (1 thread per 5 email addresses).
use_global_address_for_notifications	false	By default, notifications are sent from the printer-specific email address. Change the value to 'true' if you want to send notifications to users using the global email address.
renderer_time_out	180000	Duration (in milliseconds) after which a registered renderer times out and moves to an inactive state.
verify_certificates	false	Disable certificate validation.
renderingOnlyServiceEnabled	true	RenderOnly Configuration
backendRenderingPollingInterval	500	Backend Rendering Polling Interval (in milliseconds)
incoming_mail_server_port	-	This configuration overwrites the default port information configured by Appliance for IMAP and POP mail protocols to communicate with the mail servers. For default port information, see “Incoming Mail Server Parameters” on page 247 .
outgoing_mail_server_port	-	This configuration overwrites the default port information configured by Appliance for SMTP mail protocol to communicate with the mail servers. For default port information, see “Outgoing Mail Server Parameters” on page 248 .
email_polling_interval	30000	Configures the interval (in milliseconds) at which emails are fetched from mail servers.
subject_optional_for_printer_specific_emails	true	Stops printing emails without the correct iPrint email print command. By default this value is 'true.' Emails forwarded to the printer-specific email address, with or without a subject line, are printed.

Parameter	Default Value	Function
email_reconnect_interval	30	If the email server is unavailable, iPrint Appliance tries to reconnect to the email server after the specified duration (in seconds).
pdf_conversion_thread_count	10	Number of threads allocated to PDF job conversion.
enable_client_login	false	By default this value is 'false'. Set this value to 'true' if you require user authentication in apps for printer-based license.
driver_update_interval	60	Duration (in minutes) after which driver update is triggered.
default_network_interface	eth0	Change the default value, if you have multiple NIC cards configured and you want to publish the AirPrint printers via a different Network interface.
direct_pdf_print	-	Add and set this value to 'true' to enable direct pdf printing. If this parameter is not added or set to 'false', then the printing is done in the earlier way where the jobs are rendered by the Renderer.
proxy_server_hostname	-	<p>Add and specify the value as IP address or host name along with port number.</p> <p>Whenever a user adds the proxy configured iPrint server in the iPrint mobile app, it will automatically get configured with the Proxy server. All the requests of the mobile app users will be redirected to the iPrint server thru the proxy server.</p> <p>For example, http://proxy.mycompany.com:8080</p>

B Email Service Parameters

- [Section B.1, “Incoming Mail Server Parameters,” on page 247](#)
- [Section B.2, “Outgoing Mail Server Parameters,” on page 248](#)

B.1 Incoming Mail Server Parameters

iPrint Appliance uses POP3 and IMAP protocols to access email servers to poll for email-based print jobs. The default POP3 and IMAP protocol ports are listed below:

Protocol	Port
IMAP	143
IMAP4 over SSL	993
POP3	110
POP3 (Secure)	995

The information in this table is captured from an email provider support pages. This is not an exhaustive list. Please refer to your email provider for additional information and compatibility.

Mail Server	Protocol	Address	Port	Notes
1&1	POP3	pop.1and1.com	995	
	IMAP4	imap.1and1.com	143	
AT&T	POP3	pop.att.yahoo.com	995	SSL-enabled
AOL Mail	IMAP	imap.aol.com	143	
Comcast	POP3	mail.comcast.net	110	
Google Gmail	POP3	pop.gmail.com	995	SSL-enabled
	IMAP	imap.gmail.com	993	SSL-enabled
Hotmail	POP3	pop3.live.com	995	Secure Password Authentication (SPA)
Mac	POP3	mail.mac.com	143	
	IMAP4	mail.mac.com	143	
Netscape IMS	POP3	pop.3.isp.netscape.com	110	
Verizon	POP3	pop.verizon.net	110	
			995	SSL-enabled

Mail Server	Protocol	Address	Port	Notes
Yahoo!	POP3	pop.mail.yahoo.com	465	SSL-enabled
			995	SSL-enabled
Yahoo! Plus	POP3	plus.pop.mail.yahoo.com	995	SSL-enabled

B.2 Outgoing Mail Server Parameters

The iPrint Appliance uses SMTP protocols to send email to users who submit email-based print jobs in order to report their job status. The default SMTP protocol ports are listed below:

Protocol	Port
SMTP	25
SMTP (Secure via SSL)	465
SMTP (Secure via TLS)	587

The information in this table is captured from an email provider support pages. This is not an exhaustive list. Please refer to your email provider for additional information and compatibility.

Mail Server	Protocol	Address	Port	Notes
1&1	SMTP	smtp.1and1.com	587	
AT&T	SMTP	smtp.att.yahoo.com	465	Requires authentication
AOL Mail	SMTP	smtp.aol.com	587	
Comcast	SMTP	smtp.comcast.net	110	
Google Gmail	SMTP	smtp.gmail.com	465	SSL-enabled
			587	TLS-enabled
Hotmail	SMTP	smtp.live.com	587	TLS-enabled
Mac	SMTP	smtp.mac.com		
Netscape IMS	SMTP	smtp.isp.netscape.com	25	SSL-enabled
Verizon	SMTP	smtp.verizon.net	587	SSL-enabled
Yahoo!	SMTP	smtp.mail.yahoo.com	995	SSL-enabled
Yahoo! Plus	SMTP	smtp.mail.yahoo.com	465	SSL-enabled

C iPrint Appliance Support Matrix

This section provides information on the following.

- ♦ [Section C.1, “Mobile Server Support,” on page 249](#)
- ♦ [Section C.2, “Mobile Operating System Support,” on page 250](#)
- ♦ [Section C.3, “Directory Services Support,” on page 250](#)
- ♦ [Section C.4, “Management Console Support,” on page 250](#)
- ♦ [Section C.5, “Advanced Authentication Framework Support,” on page 251](#)
- ♦ [Section C.6, “MobileIron Support,” on page 251](#)
- ♦ [Section C.7, “Remote Renderer,” on page 251](#)
- ♦ [Section C.8, “Supported Document Formats By the Local Renderer and Remote Renderer,” on page 252](#)
- ♦ [Section C.9, “iPrint Appliance Server and Client Support,” on page 252](#)
- ♦ [Section C.10, “OES Source Platform Support for Migration,” on page 253](#)
- ♦ [Section C.11, “Clients for Email Printing,” on page 253](#)
- ♦ [Section C.12, “Supported Browsers for iPrint,” on page 254](#)

C.1 Mobile Server Support

Table C-1 *Mobile Server Support*

Features	Version
Email	<ul style="list-style-type: none">♦ GroupWise 18.3.x♦ Novell GroupWise 2012♦ Microsoft Exchange 2013♦ Gmail♦ IBM Domino server 9♦ Lotus Notes

C.2 Mobile Operating System Support

Table C-2 Mobile Operating System Support for Apps

Type	Version
iOS	<ul style="list-style-type: none">♦ 14.x♦ 13.x♦ 12.x
Android	<ul style="list-style-type: none">♦ Android 11 (11.x)♦ Android 10 (10.x)♦ Pie (9.x)♦ Oreo (8.x)♦ Nougat (7.x)
Amazon Kindle	Fire Phone OS 4.6.6.1

C.3 Directory Services Support

Table C-3 Directory Services Support

LDAP Directory Service	Version
eDirectory	<ul style="list-style-type: none">♦ 8.8.x♦ 8.7.x
Active Directory	<ul style="list-style-type: none">♦ Active Directory configured on Windows Server 2012 R2 Standard Edition♦ Active Directory configured on Windows Server 2008 R2 Enterprise Edition

C.4 Management Console Support

Table C-4 Management Console Support

Access	Version
Browser	<ul style="list-style-type: none">♦ Internet Explorer 11 or later♦ Firefox 30 or later♦ Chrome 35 or later♦ Safari latest on MAC♦ Edge♦ iOS 10 tablet with default browsers♦ Android 6.x tablet with default browsers

C.5 Advanced Authentication Framework Support

- ♦ Advanced Authentication 5.6
- ♦ Advanced Authentication 5.5

C.6 MobileIron Support

Table C-5 MobileIron Support

MobileIron Core Version	iPrint Mobile App Version
9.3	3.0.x mobile app for iOS and Android
8.5	2.0 mobile app for iOS and Android
7.5	1.1 mobile app for iOS and Android

C.7 Remote Renderer

- ♦ [Table C-6, “Operating Systems Support,” on page 251](#)
- ♦ [Table C-7, “Software Support,” on page 251](#)

Table C-6 Operating Systems Support

Support	Version
Operating System	<ul style="list-style-type: none">♦ Windows 11 64-bit Enterprise♦ Windows 10 64-bit Enterprise♦ Windows 7 SP2 64-bit Enterprise♦ Windows 2022 Standard♦ Windows 2019 Standard♦ Windows 2016 Standard

Table C-7 Software Support

Support	Version
Microsoft Office	<ul style="list-style-type: none">♦ Ms Office 2016 (64-bit) Standard♦ Ms Office 2013 (32-bit and 64-bit) Standard
Adobe Acrobat	Adobe Acrobat XI Professional

C.8 Supported Document Formats By the Local Renderer and Remote Renderer

Table C-8 Local Renderer Supported Document Formats

Software	File Formats
OpenDocument	ODT, ODP, ODG, ODS
Graphics	JPG, BMP, TIF, GIF, PNG
Others	PDF
	TXT
	HTML (Static)
	Static HTML content refers to the HTML content that does not change or have dependencies on external files such as MySQL database and JavaScript.

Table C-9 Remote Renderer Supported Document Formats

Software	File Formats
Microsoft Word	DOC, DOCX, DOCM, DOTM, RTF
Microsoft Excel	XLS, XLSX, XLSM, XLSB
Microsoft PowerPoint	PPT, PPTX, PPTM, PPTX
Others	PDF

C.9 iPrint Appliance Server and Client Support

Table C-10 iPrint Appliance Server and Client Support

Support	Version
Hypervisor	<ul style="list-style-type: none">♦ Xen on SLES 12 SP4♦ Citrix XenServer 8.2♦ Hyper-V: Windows Server 2012 Hyper-V and Windows Server 2008 Hyper-V♦ VMware ESXi 6.7 or later♦ VMware Workstation on Windows 10♦ VMware Workstation on SLES

Support	Version
Desktop iPrint Client	<ul style="list-style-type: none"> ♦ Mac 13.x, Mac 12.x and Mac 11.x <p>NOTE: Support for driver package on Mac is available from Windows iPrint client 6.06 and later.</p> <ul style="list-style-type: none"> ♦ Windows 11 ♦ Windows 10 ♦ Windows 7 ♦ Windows Server 2022 ♦ Windows Server 2019 ♦ Windows Server 2016
Appliance Installer (virtual m/c format)	<ul style="list-style-type: none"> ♦ OVA ♦ VHDX ♦ QCOW2 ♦ XVA

C.10 OES Source Platform Support for Migration

Table C-11 Source Platform Support for OES iPrint Service

Services	OES 2018 SP2	OES 2018 SP3	OES 2023
iPrint	✓	✓	✓

If the source platforms are NW 5.1, NW 6.0 SP5 or any OES 2018 SP1 or earlier, you must upgrade to the latest supported source platform as listed in the above table.

C.11 Clients for Email Printing

- ♦ Novell GroupWise 2012 and Novell GroupWise 2014
- ♦ Microsoft Outlook 2010 and 2013
- ♦ IBM Lotus Notes 9
- ♦ iOS 9.x and 10.x default mail client
- ♦ Mail clients on Android 4.x or later
- ♦ Windows 8.1 Mobile default mail client
- ♦ Gmail
- ♦ Microsoft Exchange 2010 and 2013

C.12 Supported Browsers for iPrint

The section provides information on which Web browsers are supported for different iPrint tasks and operations.

- ♦ [Section C.12.1, “iPrint Client Supported Browsers,” on page 254](#)
- ♦ [Section C.12.2, “Supported Browsers for iManager,” on page 254](#)
- ♦ [Section C.12.3, “Supported Browsers for the iPrint Map Designer,” on page 255](#)

C.12.1 iPrint Client Supported Browsers

The following table indicates which browsers are supported with the various iPrint Client platforms:

iPrint Client Platform	Supported Browsers
Macintosh	<ul style="list-style-type: none">♦ Safari 8.6 or later♦ Mozilla Firefox 38.1 or later♦ Google Chrome 43 or later
Windows 8.1	<ul style="list-style-type: none">♦ Internet Explorer 10 or later♦ Mozilla Firefox 3.0.x or later♦ Google Chrome
Windows 10	<ul style="list-style-type: none">♦ Internet Explorer 10 or later♦ Mozilla Firefox 3.0.x or later♦ Google Chrome♦ Microsoft Edge

NOTE: DOTNET 4.7.2 or later must already be installed on a latest updated Windows OS.

C.12.2 Supported Browsers for iManager

The iPrint plug-in with iManager supports the following browsers:

- ♦ Internet Explorer
- ♦ Mozilla Firefox

When you upload printer drivers and PPD files, you should use the following browsers for the operations indicated:

- ♦ [“Uploading PPD Files Using iManager” on page 255](#)
- ♦ [“Uploading Windows Printer Drivers Using iManager” on page 255](#)

Uploading PPD Files Using iManager

iPrint Client Platform	Supported Browser	Upload PPD file to Driver Store on Linux
Windows	Internet Explorer 10 or later	Supported using the Add from File button.

NOTE: On Mac operating systems, PPD upload is not supported. PPD files for Mac can be uploaded using Internet Explorer on Windows. Alternatively, you can also upload the PPD files for Mac using the `iprntcmd` command from a terminal session. For uploading the PPD files for Mac, refer [Section 12.7.2, “Command Line \(iprntcmd\),” on page 199](#).

Uploading Windows Printer Drivers Using iManager

Client	Supported Browser	Upload Windows Printer Driver to Driver Store on Linux
Windows	Internet Explorer 10 or later	Supported

C.12.3 Supported Browsers for the iPrint Map Designer

The iPrint Map Designer works only with Microsoft Internet Explorer 10 or later.

D TIDs for iPrint

This section contains the list of TIDs that are available for iPrint Appliance. These TIDs are located on the [OpenText Technical Support](#) or [Support Portal](#) website and are listed in this document to provide easy access for the users.

NOTE: Micro Focus is now OpenText.

TID No	Description
7022058	iPrint context menu not present for all file types
7022057	How to enable the iPrint /ipp page with iPrint Appliance
7016720	How to renew server certificates with iPrint Appliance
7013074	Local rendered jobs are cancelled or improperly rendered
7015506	Unable to contact the remote renderer
7015857	Renderer is not using the modified printer driver
7013428	Unable to resolve domain <iPrintApplianceDomain> when printing from a mobile device
7013185	Error “Check the printer for errors” is displayed when printing from a mobile device
7015684	Copy printer driver profiles from one iPrint Appliance to another
7015896	How to install VMware Tools on the iPrint Appliance
7015913	How to install iPrint printers using AD tools
7016720	How to renew server certificates with iPrint Appliance 1.x, 2.x, 3.x, 4.x
KM000014531	iPrint Email printing with GMAIL stopped working Spring of 2022
KM000021106	iPrint NIPP-S.exe returns Exit Code 1000 during install with ZENworks

