Print Management On-Premises

Version 1.2

User's Guide

Contents

Change history

December 2018

- Added instructions on sending print jobs using the Google Chrome™ browser.
- Added information on print policy.

February 2018

- Added information on enforced policies.

June 2017

- Added the following information:
  - Adding a print release queue on Macintosh computers
  - Sending print jobs
  - Releasing print jobs

July 2016

- Added support for Brazilian Portuguese, French, German, Italian, Japanese, Korean, Simplified Chinese, Spanish, and Traditional Chinese.
- Added information on multiple domain support.

May 2016

- Initial document release.

Overview

Use the application to manage jobs in your queue directly from your computer or from your mobile device.

Lexmark^{TM} Print Management On-Premises works with the following applications:

- **Print Release**—An enterprise-grade printing solution for managing print jobs from the printer.
- **Mobile Print**—An application for sending documents and images directly to network‑connected Lexmark printers and servers from an Android^{TM} or iOS mobile device. For more information, see the *Lexmark Mobile Print User's Guide* for your mobile device.

Lexmark Print Management On-Premises also lets you send print jobs using the following:

- Google Chrome browser
- Mobile device
- E-mail
- Web portal

Printing and *releasing* are used interchangeably in this guide.

This document provides instructions on how to use and troubleshoot the application.

Printing files

Depending on the enforced policy, print job settings may be modified automatically. For more information, contact your administrator.

Installing the print driver and creating a print queue on Windows computers

Make sure to download the PCL® XL or UPD for your operating system.

1 Run the installer file from your computer.

2 Select **Extract** > **Start**.

3 Click **Add a local printer**.

4 Select **Use an existing port**, and then select the Lexmark Print Management Client printer port number from the list. Click **Next**.

5 When prompted to install the print driver, select **Have Disk**.

6 In the "Copy manufacturer's files from" field, paste the location of the UPD files, or browse to the INF file for the driver. Click **OK**.

7 From the list, select the print driver, and then click **Next**.

8 Type a descriptive name for the print queue, and then click **Next**.

9 Select whether to share the printer, and then click **Next**.

10 Select whether to set the printer as the default.

   Note: If necessary, print a test page to check if your printer is working properly.

11 Click **Finish**.

Adding a print release queue on Macintosh computers

1 From the System Preferences option in the Apple menu, open the printers folder.

   Note: You may need administrative rights to unlock the pane. For more information, contact your administrator.

2 Click **+**, and then do one of the following:

   Use Line Printer Daemon

   a Click the **IP** tab.

   b In the Address field, type the host name or IP address of the Print Management server.

   c In the Protocol menu, select **Line Printer Daemon - LPD**.

   d In the Queue field, type the name of the printer.

Use Samba

a Click the **Advanced** tab.

   Note: If the Advanced tab is not available, then customize your toolbar to include it.

b In the Type menu, select **Windows Printer via spoolss**.

c In the URL field, type `smb://hostname/PrintRelease`, where `hostname` is the host name or IP address of the Print Management server and `PrintRelease` is the name of the shared printer.

Use AirPrint

Note: To use this feature, make sure that AirPrint is enabled on the Print Management server. For more information, contact your administrator.

   Select a printer with the AirPrint software feature.

3 In the Use menu, do either of the following:

- For Line Printer Daemon or Samba, select the generic print driver.
- For AirPrint, select **Secure AirPrint**.

4 Click **Add**.

5 If necessary, adjust the settings.

6 Click **OK**.

Sending print jobs from your computer

Notes:

- For Microsoft® Windows® operating system, make sure that the Lexmark Universal Print Driver of your shared printer is installed on your computer. For more information, contact your administrator.
- For Mac OS operating system software, make sure that the generic print driver is installed on your computer.
  Do either of the following:

Send the file to the print queue server

1 Open a file or image.

2 Select the print option, and then select the print release queue.

3 Click **Print**.

Send the e-mail to the print queue server

   To obtain the print queue server e-mail address, contact your administrator.

Sending print jobs from the Google Chrome browser

Note: The "LPM Premise for Google Chrome" extension must be added to your web browser. For more information, contact your administrator.

1 From the Google Chrome browser, open a file, image, or web page.

2 Select the print option, and then select **LPM Premise for Google Chrome**.

3 If necessary, change the print settings.

4 Click **Print**.

Sending print jobs from your mobile device

For more information on the Mobile Print application, see the *Lexmark Mobile Print User's Guide* for your mobile device.

For Android

1 Launch the Lexmark Print application.

2 From the Print From section, tap a source, and then follow the instructions on the screen.

Note: If prompted, allow the application to access the camera and the storage.

3 Select a Print Management server.

Note: If prompted, log in to the server.

4 If necessary, change the print settings.

5 Tap ⬛.

For iOS

1 Launch the Lexmark Print application.

2 From the PRINT FROM section, tap a source, and then follow the instructions on the screen.

Note: If prompted, allow the application to access the camera and the photos.

3 Select a Print Management server.

Note: If prompted, log in to the server.

4 If necessary, change the print settings.

5 Tap **Print**.

Releasing print jobs using the web portal

Note: When using Internet Explorer®, make sure not to show intranet sites in Compatibility View. For more information, see the help information for the browser.

1 Open a web browser, and then type **http://*hostname*:9780/lpm/portal**, where ***hostname*** is the host name or IP address of the Print Management server.

2 Log in to the portal.

    Notes:

- If the Print Management server is configured to connect to an LDAP server, then use your LDAP user name and password.
- If the Print Management server is configured to support multiple domains, then select a domain, and then type your user name and password.

3 From the Job Queue section, go to the job.

4 Do either of the following:

- To print a specific job, in the Actions column, click ![printer icon].
- To print multiple jobs, select the jobs, and then click **Print** at the lower-left corner.

Note: If your administrator has enabled a print policy, then its print settings override your configured settings for the job.

Releasing print jobs using the Print Release application

Note: Depending on your configuration, first-time users must register. Follow the instructions on the printer display.

1 From the printer display, touch **Print Release**.

    Note: If prompted, select a user.

2 Select one or more print jobs.

3 Print the jobs.

Note: If your administrator has enabled a print policy, then its print settings override your configured settings for the job.

Releasing print jobs from your mobile device

For Android

1 Launch the Lexmark Print application.

2 From the Print From section, select a Print Management server.

    Note: If prompted, log in to the server.

3 Select one or more jobs.

4 Tap ![printer icon], and then select a printer.

5 If necessary, change the print settings.

6 Tap ![printer icon].

Note: If your administrator has enabled a print policy, then its print settings override your configured settings for the job.

For iOS

1 Launch the Lexmark Print application.

2 From the PRINT FROM section, select a Print Management server.

   Note: If prompted, log in to the server.

3 Select one or more jobs.

4 Tap ![printer icon], and then select a printer.

5 If necessary, change the print settings.

6 Tap **Print**.

Note: If your administrator has enabled a print policy, then its print settings override your configured settings for the job.

Managing print jobs

Note: When using Internet Explorer, make sure not to show intranet sites in Compatibility View. For more information, see the help information for the browser.

1 Open a web browser, and then type **http://*hostname*:9780/lpm/portal**, where ***hostname*** is the host name or IP address of the Print Management server.

2 Log in to the portal.

   Notes:

   - If the Print Management server is configured to connect to an LDAP server, then use your LDAP user name and password.
   - If the Print Management server is configured to support multiple domains, then select a domain, and then type your user name and password.

3 Do any of the following:

Set the default printer

a Click ⚙ at the upper-right corner.

b From the "Default printer" section, type the printer IP address.

   Note: To obtain the printer IP address, locate it on the printer home screen or contact your administrator.

c Click **Save**.

View the list of jobs in your queue

From the Job Queue section, do either of the following:

- To view your jobs, click **My Jobs**.
- To view the jobs assigned to you, click the name of the delegator.

   Note: If the Print Management server is configured to support multiple domains, then the domain name is shown for users from a different domain.

Search for jobs

In the search field, type the keywords, and then click 🔍 .

Assign jobs to another user

Note: You can delegate jobs only from your queue and only to a single user.

a From the Job Queue section, click **My Jobs**.

b Do any of the following:

   - To assign a specific job, in the Actions column, click 👥 .
   - To assign multiple jobs, select the jobs, and then click **Delegate** at the lower-left corner.

- To assign all your jobs to a user, click ⚙ at the upper-right corner, delegate the jobs, and then select **Update the delegate for existing print jobs**.

  Note: If "Update the delegate for existing print jobs" is not selected, then the delegate can print only future jobs.

- If the Print Management server is configured to support multiple domains and you want to assign a delegate from a different domain, then include the domain. For example, `user@domain.com`.

View job properties

a From the Job Queue section, go to the job.

b In the Actions column, click ℹ.

Refresh the queue

a From the Job Queue section, go to the queue.

b Click **Refresh** at the lower-left corner.

Delete jobs

a From the Job Queue section, go to the job.

b Do either of the following:

- To delete a specific job, in the Actions column, click 🗑.
- To delete multiple jobs, select the jobs, and then click **Delete** at the lower-left corner.

Troubleshooting

Cannot load the web portal properly

Try one or more of the following:

When using Internet Explorer, make sure not to show intranet sites in Compatibility View

For more information, see the help information for the browser.

Make sure that the URL is correct

Use `http://hostname:9780/lpm/portal`, where **_hostname_** is the host name or IP address of the Print Management server.

Cannot log in to the web portal

Try one or more of the following:

Make sure that the user credentials are correct

If the Print Management server is configured to connect to an LDAP server, then use your LDAP user name and password.

If the Print Management server is configured to support multiple domains, then select a domain, and then type your user name and password.

Contact your LDAP administrator

Cannot find users

Contact your Lexmark Print Management administrator

Cannot find jobs

Try one or more of the following:

Delegate jobs only from your queue and only to a single user

For more information, see .

If your administrator delegated the jobs to a group, then check the group ID

Only group IDs are shown on the web portal.

If the Print management server is configured to support multiple domains, then include the domain

For example, `user@domain.com`.

If the Print Management server is *not* configured to support multiple domains, then only jobs sent to the default domain are shown.

Cannot find group-delegated jobs in user's print queue

Manually modifying delegate group names removes other users as delegates for your print job. For example, saving with or without updating the delegate group name changes the group to a user delegate. The print job is removed from the print queues of the assigned delegates. It is still listed on your print queue with the group name, but the users in the delegate group cannot view or print it.

Try one or more of the following:

Send the job again

Delegate the job to the group again

For more information, contact your administrator.

Print jobs do not appear in the print queue

Try one or more of the following:

Make sure that the user credentials are correct

If the Print Management server is configured to connect to an LDAP server, then use your LDAP user name and password.

If the Print Management server is configured to support multiple domains, then select a domain, and then type your user name and password.

Make sure that the document name and the user ID are correct and that the user did not log in using a different user ID when printing

For more information, contact your administrator.

For Microsoft Windows operating system, make sure that the Lexmark Universal Print Driver of your shared printer is installed on your computer and that the port is configured to the Print Management server

For more information, contact your administrator.

For Mac OS operating system software, make sure that the generic print driver is installed on your computer

For more information, contact your administrator.

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