



Lexmark™

Print Release

Version 5.10

Administrator's Guide

April 2021

www.lexmark.com

Contents

- Change history..... 4**
- Overview..... 6**
- Deployment readiness checklist..... 7**
- Configuring the environments..... 9**
 - Downloading the Lexmark Print Management Client..... 9
 - Installing the Lexmark Print Management Client..... 9
 - Logging out from the Lexmark Print Management Client..... 10
 - Configuring the client software for Windows operating system..... 11
 - Configuring the client software for Mac OS operating system software..... 18
 - Creating an Active Directory login method..... 25
 - Creating a Kerberos login method..... 25
- Configuring Print Release..... 27**
 - Accessing the Embedded Web Server..... 27
 - Configuring job locations..... 27
 - Configuring the advanced settings..... 28
 - Customizing the application icon..... 28
 - Importing or exporting a configuration file..... 29
- Using the Lexmark Cloud Services Print Management web portal..... 30**
 - Accessing the Lexmark Cloud Services dashboard..... 30
 - Managing the dashboard..... 30
 - Accessing the Print Management web portal..... 33
 - Administrative tasks..... 33
 - Managing print queues..... 36
 - Uploading files to the Print Management web portal..... 38
 - Managing delegates..... 38
 - Viewing the print job history..... 38
- Using the application..... 40**
 - Submitting print jobs..... 40

Managing print jobs..... 41
Releasing print jobs..... 42

Troubleshooting..... 43

Application error..... 43
Installation with an LDC file is not working..... 44
Cannot print jobs..... 45
Jobs appear to be printing but no output is printed..... 45
License error..... 45
Lexmark Hybrid Print Management troubleshooting..... 46
Lexmark Cloud Print Management troubleshooting..... 49

Notices..... 51

Index..... 53

Change history

April 2021

- Added information on administrative tasks.

December 2019

- Updated information on the following:
 - Configuration file settings for Mac OS and Windows operating systems
 - Configuring serverless web server settings
 - Configuring administrative tasks
 - Managing print jobs
 - Releasing print jobs

July 2019

- Added instructions on logging out from the Lexmark™ Print Management Client.
- Updated the following Lexmark services names:
 - From *Lexmark Cloud* to *Lexmark Cloud Services*
 - From *Lexmark Print Management Cloud* to *Lexmark Cloud Print Management*
 - From *Lexmark Print Management Serverless* to *Lexmark Hybrid Print Management*
- Updated instructions on the following:
 - Downloading and installing the Lexmark Print Management Client
 - Configuration file settings for Mac OS and Windows operating systems
 - Using the Lexmark Cloud Print Management web portal

June 2018

- Added instructions on the following:
 - Managing the Lexmark Cloud Services dashboard
 - Viewing the print job history
 - Installing and troubleshooting the "LPM Cloud for Google Chrome" extension

February 2018

- Added support for registering badges using a cloud-based Identity Service Provider.
- Added instructions on configuring and using the Lexmark Print Management Cloud web portal.
- Removed instructions on configuring the Software as a Service environment.

August 2017

- Removed information on managing the login screen using the Display Customization application.

November 2016

- Added information on LPMServerlessSettings.

October 2016

- Added information on the LateBindingEnabled setting.

July 2016

- Added instructions on installing client software for Mac OS operating system software.
- Added information on the following:
 - Job Costing setting
 - Copy Tracking and Copy Quota features

January 2016

- Initial document release.

Overview

Print Release is an enterprise-grade printing solution for managing print jobs. The solution provides print release functionality for the following environments:

- **Lexmark Hybrid Print Management**—A solution that uses the Lexmark Print Management Client. Users can send documents securely to a printer without routing through a print server. Print jobs are stored until they are released from a printer configured with Print Release.
- **Lexmark Cloud Print Management**—A cloud-based solution that allows users to send documents to a cloud-based print queue. Users can also print documents directly from the computer, or add files from the computer to the Lexmark Cloud Print Management web portal.

The solution works with the following Embedded Solutions Framework applications:

- **Print Release**
- **Cloud Authentication**—An application that secures a printer using a card reader. When users badge in, their credentials are authenticated using a cloud-based Identity Service Provider.

Note: For more information, see the *Cloud Authentication Administrator's Guide*.

- **Card Authentication**—An application that secures a printer using a card reader. When users badge in, their credentials are authenticated using any of the following:
 - A master printer
 - LDAP
 - Lexmark Document Distributor (LDD) servers
 - Identity Service Providers

Note: For more information, see the *Card Authentication Administrator's Guide*.

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

Deployment readiness checklist

Make sure that the following are installed on your client computer:

- Microsoft .NET Framework 4.6.2 (full version) or later
- Lexmark Universal Print Driver (UPD) v2.7 or later

Lexmark Hybrid Print Management environment

Make sure that:

- The Lexmark Print Management Client is installed on your computer.

You have the following information to use Active Directory:

- Active Directory attribute

Note: When configuring Card Authentication, make sure that the Active Directory attribute in the User Information field in the LDAP section is specified. For more information, see the *Card Authentication Administrator's Guide*.

- Realm
- Service account user name
- Service account password
- SSL port number
- HTTP port number

You have the following information to configure Kerberos:

Note: To retrieve jobs using Active Directory, configure the Kerberos security of your printer.

- KDC address
- KDC port number
- Realm

You have the following information to use a web server:

- Web server address
- SSL port number
- HTTP port number

Lexmark Cloud Print Management environment

Make sure that:

- The Lexmark Print Management Client is installed on your computer, if you are submitting print jobs using your computer.
- The "Lexmark Cloud Print Management for Google Chrome" extension is added to your web browser, if you are submitting print jobs using a web browser.

Note: The extension supports only the Google Chrome™ browser.

- You have the release and tracking server address.
- Identity Service card validation is configured in either of the following:
 - Cloud Authentication
 - Card Authentication

Note: For more information on configuring the Identity Service settings, see the *Cloud Authentication Administrator's Guide* or *Card Authentication Administrator's Guide*.

Configuring the environments

Downloading the Lexmark Print Management Client

Lexmark Print Management Client is a software package deployed to computers to provide secure releasing of print jobs. The software captures the print jobs from the print spooler, authenticates the user, and then submits the print job to the Print Management server. Print jobs are stored on the Print Management server until they are released from a printer with the Print Release application.

1 From the Cloud Print Management web portal, click **Client Download**.

2 Do either of the following:

- Download the default package for your operating system.

The default package for Windows operating system includes the following:

- Cloud Print Management
- Lexmark Universal PCL XL print driver

The default package for Mac OS operating system software includes the following:

- Cloud Print Management
- Lexmark Color print driver

- Create a custom package.

To customize a package, do the following:

- a** Click **Create custom package** for your operating system.
- b** From the Global Configuration Settings section, specify the following options:
 - Whether to show the print submission status notification
 - Whether to delete unused client folders after a specified number of days
- c** If you have a Lexmark Cloud Print Management environment, then from the Cloud Print Management section, select **Enable Cloud Print Management**.
- d** If you have a Lexmark Hybrid Print Management environment, then do the following:
 - 1** From the Hybrid Print Management section, select **Enable Hybrid Print Management**.
 - 2** Specify the following options:
 - When to delete unprinted and printed jobs
 - Whether to let users change the print settings when releasing jobs at the printer
- e** From the Print Driver Type section, select a print driver to include in the package.
- f** From the Set Default Printer section, select which printer to use by default.
- g** Click **Create**.
- h** Download the package.

Installing the Lexmark Print Management Client

For Microsoft Windows operating system

1 From your computer, run the package.

2 Follow the instructions on the screen.

Notes:

- The executable files are saved in the Program Files folder.
- For the custom package, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.
- The configuration and the log files are saved in the **%allusersprofile%\LPMC** folder after installation.
- Make sure that you have installed Microsoft .NET Framework 4.6.2 (full version) or later.

After the installation, a Lexmark Cloud Print Management or Lexmark Hybrid Print Management printer is available.

For Mac OS operating system software

- 1 From your computer, run the package.
- 2 Follow the instructions on the screen.

Notes:

- The executable files, the configuration file, and the SSL certificates are saved in the **/Library/Lexmark/LPMC** folder.
- The log file is saved in **/var/tmp** as **lpmc.log**.
- For the custom package, the configuration file is included in the downloaded compressed file. Make sure that the installer and the configuration file are in the same folder.

Logging out from the Lexmark Print Management Client

This feature lets you log out from Hybrid Print Management. All Hybrid print jobs stored on your computer are deleted and are no longer available for release. However, the print jobs that are already sent to the Cloud Print Management print queue remain available.

For Microsoft Windows operating system

- 1 From your computer, in the system tray, right-click the Lexmark Print Management Client icon.
- 2 Click **Log out from Print Management**.

For Mac OS operating system software

- 1 From your computer, in the status menu, right-click the Lexmark Print Management Client icon.
- 2 Click **Log out from Print Management**.

Note: After logging out, your authentication credentials are deleted. When you print again, you are prompted for your user credentials.

Configuring the client software for Windows operating system

Before you begin, make sure that:

- Microsoft .NET Framework 4.6.2 (full version) or later is installed.
- The recommended print driver is installed.
- Active Directory is running.
- The computer where you installed the Lexmark Print Management Client is enrolled to an Active Directory domain.
- The administrator is logged in to an Active Directory domain and is granted administrative rights to access the domain.

Understanding configuration files for Windows operating system

Logger

Setting	Default value	Description
LogFilePath	c:\ProgramData\LPMC \lpmc.log	The path that stores the log files.
LoggingEnabled	false	If set to true , then the Lexmark Print Management Client events are logged.

LPMServerlessADSettings

CaptureSettings

Setting	Default value	Description
LoopbackPort	9167	The port number that communicates with the capture service for incoming print jobs. If you want to use another port number, then change the port number that the print queue uses.
PrintJobFileNameFormat	%d_%i.prn	The file name format that the capture service uses to save the print jobs. %d is the time when a job is printed, and %i is the current tick count. You can use the following values as part of the file name: %u —User name %pd —Print driver name %pq —Print queue name

ClientSettings

Setting	Default value	Description
PrintAndKeepLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job after printing.
UnprintedJobsLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job that is not released on a print queue.

ReleaseSettings

Setting	Default value	Description
EsListenerPort	9443	The port number where a job is released from the printer.
UseSSL	true	Determines whether the communication with Print Release uses SSL or not. This setting must be enabled when using HTTPS. This setting is hidden in the configuration file and is enabled by default. To disable this setting, add the following in the configuration file: <UseSSL>false</UseSSL>

ServerSettings

Setting	Default value	Description
ActiveDirectoryUserProperty	otherLoginWorkstations	The Active Directory attribute that the Lexmark Print Management Client uses to save and retrieve data.
ServiceAccountUserName	N/A	The user name designated as the service account. The administrator sets this setting before the deployment.

ADWriteSettings

Setting	Default value	Description
ADWriteOption	AtPrintTime	<p>Determines when the Lexmark Print Management Client writes the workstation IP address to the Active Directory server.</p> <p>Use any of the following values:</p> <ul style="list-style-type: none"> • AtStartup—The workstation IP address is written only when the Lexmark Print Management Client starts. It is deleted when the workstation shuts down or enters a low-power state. • AtPrintTime—The workstation IP address is written only when a job is printed. It is deleted when the user has no more jobs held at the workstation, the workstation shuts down, or the workstation enters a low-power state. If a stored job is detected when the Lexmark Print Management Client starts, then the workstation IP address is written immediately. • AtStartupAndPrintTime—The workstation IP address is written when the Lexmark Print Management Client starts and when a job is printed. It is not deleted when the user has no more jobs held at the workstation. It is deleted when the workstation shuts down or enters a low-power state.

LPMServerlessSettings

CaptureSettings

Setting	Default value	Description
LoopbackPort	9167	The port number that communicates with the capture service for incoming print jobs. If you want to use another port number, then change the port number that the print queue uses.
PrintJobFileNameFormat	%d_%i.prn	<p>The file name format that the capture service uses to save the print jobs. %d is the time when a job is printed, and %i is the current tick count.</p> <p>You can use the following values as part of the file name:</p> <ul style="list-style-type: none"> %u—User name %pd—Print driver name %pq—Print queue name

ClientSettings

Setting	Default value	Description
PrintAndKeepLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job after printing.
UnprintedJobsLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job that is not released on a print queue.

ReleaseSettings

Setting	Default value	Description
EsfListenerPort	9443	The port number where a job is released from the printer.

ServerSettings

Setting	Default value	Description
ServerIP	apis.us.iss.lexmark.com/cpm (US) apis.eu.iss.lexmark.com/cpm (EU)	The release and tracking server address.
ServerPort	443	The port number where a job is released from the printer.

ServerAPISettings

Setting	Default value	Description
APIVersion	3.0	The version of the application programming interface (API) used.
IDPServerSettings ServerIP ServerPort	idp.us.iss.lexmark.com (US) idp.eu.iss.lexmark.com (EU) 443	The Identity Service Provider address used to authenticate users. The port number where a job is released from the printer.

LPMServerSettings

CaptureSettings

Setting	Default value	Description
LoopbackPort	9168	The port number that communicates with the capture service for incoming print jobs. If you want to use another port number, then change the port number that the print queue uses.
PrintJobFileNameFormat	%d_%i.prn	<p>The file name format that the capture service uses to save the print jobs. %d is the time when a job is printed, and %i is the current tick count.</p> <p>You can use the following values as part of the file name:</p> <ul style="list-style-type: none"> %u—User name %pd—Print driver name %pq—Print queue name

ServerSettings

Setting	Default value	Description
ServerIP	apis.us.iss.lexmark.com/cpm (US) apis.eu.iss.lexmark.com/cpm (EU)	The Lexmark Print Management Cloud release and tracking server address.
ServerPort	443	The port number where a job is released from the printer.

IDPServerSettings

Setting	Default value	Description
ServerIP	idp.us.iss.lexmark.com (US) idp.eu.iss.lexmark.com (EU)	The Identity Service Provider address used to authenticate users.
ServerPort	443	The port number where a job is released from the printer.

DeleteJobTrackerSettings

Setting	Default value	Description
TrackDeletedJob	true	If set to false , then the deleted jobs are not tracked.
SendImmediately	true	If set to false , then the Lexmark Print Management Client sends the deleted jobs data using IntervalMode.
IntervalMode	Daily	Send the deleted jobs data after a specified interval of time. You can set the interval in minutes, hours, days, or weeks. If IntervalMode is enabled, then the deleted jobs data are temporarily saved in c:\ProgramData\LPMC\DJTReport.xml . When the set interval has elapsed, the deleted jobs data are sent to the report server, and the DJTReport.xml file is deleted.

Setting	Default value	Description
SendInterval Minutes Hourly Daily Weekly Day Hour	1200	Specify when to send the deleted jobs data to the report server. Minutes —Set any value equal to or greater than 1 . Daily —Set the value in hours with the HHMM format. The interval runs every day based on the set hour. You can set multiple instances of the Daily setting. This setting triggers the deleted jobs tracker to run multiple times during the day. Weekly —Consists of Day and Hour values. Day —Set any value from 1 to 7 , where 1 is Sunday, and 7 is Saturday. Hour —Set the value in HHMM format, where the interval runs based on the indicated hour of the day. Day and Hour settings can have multiple instances.
ServerSettings ServerIP ServerPort ServerSSL	0.0.0.0 9780 false	Contains information about the report server where the deleted jobs data are stored.
OtherSettings SiteName	N/A	More information about the deleted jobs data. SiteName —The name of the site where the job was submitted from.

LateBindingSettings

Setting	Default value	Description
LateBindingEnabled	false	If set to true , then the Color, Sides, Staple, Hole Punch, and number of copies settings can be modified in the printer control panel. Notes: <ul style="list-style-type: none"> This setting may not be available depending on the version of your Lexmark Print Management Client. For more information, see the <i>Readme</i> file. This setting is applicable only to jobs that are submitted from Lexmark Print Management Serverless environments. To use this setting, attach a finisher to the printer.

DeleteEmptyUserFolderSetting

Setting	Default value	Description
DeleteEmptyUserFolders	false	If set to true , then the User folders with no print jobs and valid User Tokens are automatically deleted.
DeleteEmptyUserFoldersLifespan	7	The number of days before the User folders with no print jobs and valid User Tokens are automatically deleted.

Sample configuration file for Windows operating system

```
<?xml version="1.0" encoding="utf-8"?>
<Configuration>
```



```
<Logger>
  <LogFilePath>C:\ProgramData\LPMC\lpmc.log</LogFilePath>
  <LoggingEnabled>true</LoggingEnabled>
</Logger>
<LPMServerlessSettings>
  <CaptureSettings>
    <LoopbackPort>9167</LoopbackPort>
    <PrintJobFileNameFormat>%d_%i.prn</PrintJobFileNameFormat>
  </CaptureSettings>
  <ClientSettings>
    <PrintAndKeepLifespan>48</PrintAndKeepLifespan>
    <UnprintedJobsLifespan>48</UnprintedJobsLifespan>
  </ClientSettings>
  <ReleaseSettings>
    <EsfListenerPort>9443</EsfListenerPort>
  </ReleaseSettings>
  <ServerSettings>
    <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
    <ServerPort>443</ServerPort>
  </ServerSettings>
  <ServerAPISettings>
    <APIVersion>3.0</APIVersion>
    <IDPServerSettings>
      <ServerIP>idp.us.iss.lexmark.com</ServerIP>
      <ServerPort>443</ServerPort>
    </IDPServerSettings>
  </ServerAPISettings>
</LPMServerlessSettings>
<LPMServerSettings>
  <CaptureSettings>
    <LoopbackPort>9168</LoopbackPort>
    <PrintJobFileNameFormat>%d_%i.prn</PrintJobFileNameFormat>
  </CaptureSettings>
  <ClientSettings/>
  <ServerSettings>
    <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
    <ServerPort>443</ServerPort>
  </ServerSettings>
  <IDPServerSettings>
    <ServerIP>idp.us.iss.lexmark.com</ServerIP>
    <ServerPort>443</ServerPort>
  </IDPServerSettings>
  <APIVersion>3.0</APIVersion>
</LPMServerSettings>
<LateBindingSettings>
  <LateBindingEnabled>true</LateBindingEnabled>
</LateBindingSettings>
<DeleteEmptyUserFolderSetting>
  <DeleteEmptyUserFolders>>false</DeleteEmptyUserFolders>
  <DeleteEmptyUserFoldersLifespan>7</DeleteEmptyUserFoldersLifespan>
</DeleteEmptyFolderSetting>
<DisplayNotifications>true</DisplayNotifications>
<DefaultPrintQueue>
  <DefaultQueue>LPMCloud</DefaultQueue>
</DefaultPrintQueue>
</Configuration>
```

Configuring the client software for Mac OS operating system software

Joining an Active Directory domain

Adding the Active Directory domain to the DNS servers list

- 1 From the computer, navigate to System Preferences, and then click **Network**.
- 2 Select the network, and then click **Advanced**.
- 3 Click **DNS**, and then from the DNS Servers section, click **+**, and then type the IP address of the Active Directory domain.
- 4 From the Search Domains section, click **+**, and then type the Active Directory domain name.
- 5 Click **OK**.
- 6 From the Network window, click **Apply**.

Joining the Active Directory domain

- 1 From the computer, navigate to System Preferences, and then click **Users & Groups**.
- 2 Click **Login Options**, and then from the Network Account Server section, click **Join**.

Note: If the settings are unavailable, then click the lock button. An administrator account is needed to unlock the settings.
- 3 Configure the settings.
 - **Server**—The Active Directory domain controller address
 - **Client Computer ID**—The name of the client computer
 - **AD Admin User**—The account name associated with the Active Directory domain
 - **AD Admin Password**—The password of the account associated with the Active Directory domain
- 4 Click **OK**.
- 5 Log out from the computer, and then log in again using the user ID and password associated with the Active Directory domain.

Understanding configuration files for Mac OS operating system software

Logger

Setting	Default value	Description
LogFilePath	/var/tmp/lpmc.log	The path that stores the log files.
LoggingEnabled	false	<ul style="list-style-type: none"> • If set to true, then the Lexmark Print Management Client events are logged. • If set to debug, then more information is logged.

LPMServerlessADSettings

CaptureSettings

Setting	Default value	Description
LoopbackPort	9167	The port number that communicates with the capture service for incoming print jobs. If you want to use another port number, then change the port number that the print queue uses.
PrintJobFileNameFormat	%d_%i.prn	The file name format that the capture service uses to save the print jobs. %d is the time when a job is printed, and %i is the current tick count. You can use the following values as part of the file name: %u —User name %pd —Print driver name %pq —Print queue name

ClientSettings

Setting	Default value	Description
PrintAndKeepLifespan	48	The number of hours before the Lexmark Print Management Client deletes the job after printing.
UnprintedJobsLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job that is not released on a print queue.

ReleaseSettings

Setting	Default value	Description
EsfListenerPort	9443	The port number where a job is released from the printer.
UseSSL	true	Determines whether the communication with Print Release uses SSL or not. If ServerPort is set to 80 , then set the value to false to establish a non-SSL connection. This setting must be enabled when using HTTPS.

ServerSettings

Setting	Default value	Description
ActiveDirectoryUserProperty	otherLoginWorkstations	The Active Directory attribute that the Lexmark Print Management Client uses to save and retrieve data. If otherLoginWorkstations is not available, then use customAttributeName to use a custom user attribute.
ServiceAccountUserName	N/A	The user name designated as the service account. The administrator sets this setting before the deployment.

ADWriteSettings

Setting	Default value	Description
ADWriteOption	AtPrintTime	<p>Determines when the Lexmark Print Management Client writes the workstation IP address to the Active Directory server.</p> <p>Use any of the following values:</p> <ul style="list-style-type: none"> • AtStartup—The workstation IP address is written only when the Lexmark Print Management Client starts. It is deleted when the workstation shuts down or enters a low-power state. • AtPrintTime—The workstation IP address is written only when a job is printed. It is deleted when the user has no more jobs held at the workstation, the workstation shuts down, or the workstation enters a low-power state. If a stored job is detected when the Lexmark Print Management Client starts, then the workstation IP address is written immediately. • AtStartupAndPrintTime—The workstation IP address is written when the Lexmark Print Management Client starts and when a job is printed. It is not deleted when the user has no more jobs held at the workstation. It is deleted when the workstation shuts down or enters a low-power state.

LPMServerlessSettings

CaptureSettings

Setting	Default value	Description
LoopbackPort	9168	The port number that communicates with the capture service for incoming print jobs. If you want to use another port number, then change the port number that the print queue uses.
PrintJobFileNameFormat	%d_%i.ps	<p>The file name format that the capture service uses to save the print jobs. %d is the time when a job is printed, and %i is the current tick count.</p> <p>You can use the following values as part of the file name:</p> <ul style="list-style-type: none"> %u—User name %pd—Print driver name %pq—Print queue name

ClientSettings

Setting	Default value	Description
PrintAndKeepLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job after printing.
UnprintedJobsLifespan	48	The number of hours before the Lexmark Print Management Client deletes a job that is not released on a print queue.

ReleaseSettings

Setting	Default value	Description
EsfListenerPort	443	The port number where a job is released from the printer.
UseSSL	true	Determines whether the communication with Print Release uses SSL or not.

ServerSettings

Setting	Default value	Description
ServerIP	apis.us.iss.lexmark.com/cpm (US) apis.eu.iss.lexmark.com/cpm (EU)	The release and tracking server address.
ServerPort	443	The port number where a job is released from the printer.
UseSSL	true	Determines whether the communication with Print Release uses SSL or not.

ServerAPISettings

Setting	Default value	Description
APIVersion	3.0	The version of the application programming interface (API) used.
IDPServerSettings ServerIP ServerPort UseSSL	idp.us.iss.lexmark.com (US) idp.eu.iss.lexmark.com (EU) 443 true	The Identity Service Provider address used to authenticate users. The port number where a job is released from the printer. Determines whether the communication with Print Release uses SSL or not.

LPMServerSettings

CaptureSettings

Setting	Default value	Description
LoopbackPort	9167	The port number that communicates with the capture service for incoming print jobs. If you want to use another port number, then change the port number that the print queue uses.
PrintJobFileNameFormat	%d_%i.prn	The file name format that the capture service uses to save the print jobs. %d is the time when a job is printed, and %i is the current tick count. You can use the following values as part of the file name: %u —User name %pd —Print driver name %pq —Print queue name

ServerSettings

Setting	Default value	Description
ServerIP	apis.us.iss.lexmark.com/cpm (US) apis.eu.iss.lexmark.com/cpm (EU)	The Lexmark Print Management Cloud release and tracking server address.
ServerPort	443	The port number where a job is released from the printer.

IDPServerSettings

Setting	Default value	Description
ServerIP	idp.us.iss.lexmark.com (US) idp.eu.iss.lexmark.com (EU)	The Identity Service Provider address used to authenticate users.
ServerPort	443	The port number where a job is released from the printer.

DeleteJobTrackerSettings

Setting	Default value	Description
TrackDeletedJob	true	If set to false , then the deleted jobs are not tracked.
SendImmediately	true	If set to false , then the Lexmark Print Management Client sends the deleted jobs data using IntervalMode.
IntervalMode	minutes	Send the deleted jobs data after a specified interval of time. You can set the interval in minutes, hours, days, or weeks.
SendInterval Minutes Daily Weekly Day Hour	1200	Specify when to send the deleted jobs data to the report server. Minutes —Set any value equal to or greater than 1 . Daily —Set the value in hours with the HHMM format. The interval runs every day based on the set hour. You can set multiple instances of the Daily setting. This setting triggers the deleted jobs tracker to run multiple times during the day. Weekly —Consists of Day and Hour values. Day —Set any value from 1 to 7 , where 1 is Sunday, and 7 is Saturday. Hour —Set the value in HHMM format, where the interval runs based on the indicated hour of the day. Day and Hour settings can have multiple instances.
ServerSettings ServerIP ServerPort ServerSSL	0.0.0.0 9780 false	Contains the information about the report server where the deleted jobs data are stored.
OtherSettings SiteName	N/A	More information about the deleted jobs data. SiteName —The name of the site where the job was submitted from.

Sample configuration file for Mac OS operating system software

```
<?xml version="1.0" encoding="utf-8"?>
<Configuration>
  <Logger>
    <LogFilePath>/var/tmp/lpmc.log</LogFilePath>
    <LoggingEnabled>>false</LoggingEnabled>
  </Logger>
  <LPMServerlessADSettings>
    <CaptureSettings>
      <LoopbackPort>9167</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.ps</PrintJobFileNameFormat>
    </CaptureSettings>
    <ClientSettings>
      <PrintAndKeepLifespan>48</PrintAndKeepLifespan>
      <UnprintedJobsLifespan>48</UnprintedJobsLifespan>
    </ClientSettings>
    <ReleaseSettings>
      <EsfListenerPort>9443</EsfListenerPort>
      <UseSSL>>true</UseSSL>
    </ReleaseSettings>
    <ServerSettings>
      <ActiveDirectoryUserProperty>otherLoginWorkstations</ActiveDirectoryUserProperty>
      <ServiceAccountUsername></ServiceAccountUsername>
    </ServerSettings>
    <ADWriteSettings>
      <!--values are {AtStartup | AtPrintTime | AtStartupAndPrintTime} -->
      <ADWriteOption>AtStartupAndPrintTime</ADWriteOption>
    </ADWriteSettings>
  </LPMServerlessADSettings>
  <LPMServerlessSettings>
    <CaptureSettings>
      <LoopbackPort>9167</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.ps</PrintJobFileNameFormat>
    </CaptureSettings>
    <ClientSettings>
      <PrintAndKeepLifespan>48</PrintAndKeepLifespan>
      <UnprintedJobsLifespan>48</UnprintedJobsLifespan>
    </ClientSettings>
    <ReleaseSettings>
      <EsfListenerPort>443</EsfListenerPort>
      <UseSSL>>true</UseSSL>
    </ReleaseSettings>
    <ServerSettings>
      <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
      <ServerPort>443</ServerPort>
      <UseSSL>>true</UseSSL>
    </ServerSettings>
    <ServerAPISettings>
      <APIVersion>3.0</APIVersion>
      <IDPServerSettings>
        <ServerIP>idp.us.iss.lexmark.com</ServerIP>
        <ServerPort>443</ServerPort>
        <UseSSL>>true</UseSSL>
      </IDPServerSettings>
    </ServerAPISettings>
  </LPMServerlessSettings>
  <LPMServerSettings>
    <CaptureSettings>
      <LoopbackPort>9168</LoopbackPort>
      <PrintJobFileNameFormat>%d_%i.ps</PrintJobFileNameFormat>
    </CaptureSettings>
    <ClientSettings>
      </ClientSettings>
    </ClientSettings>
    <ServerSettings>
      <ServerIP>apis.us.iss.lexmark.com/cpm</ServerIP>
      <ServerPort>443</ServerPort>
    </ServerSettings>
    <IDPServerSettings>
      <ServerIP>idp.us.iss.lexmark.com</ServerIP>
      <ServerPort>443</ServerPort>
    </IDPServerSettings>
    <APIVersion>3.0</APIVersion>
  </LPMServerSettings>

```



```

</LPMServerSettings>
<DeleteJobTrackerSettings>
  <TrackDeletedJob>true</TrackDeletedJob>
  <SendImmediately>true</SendImmediately>
  <IntervalMode>minutes</IntervalMode>
  <SendInterval>
    <Minutes>5</Minutes>
    <Daily>1200</Daily>
    <Daily>2300</Daily>
    <Weekly>
      <Day>2</Day>
      <Day>3</Day>
      <Day>4</Day>
      <Day>5</Day>
      <Day>6</Day>
      <Hour>1000</Hour>
      <Hour>1500</Hour>
    </Weekly>
  </SendInterval>
</ServerSettings>
  <ServerIP>0.0.0.0</ServerIP>
  <ServerPort>9780</ServerPort>
  <ServerSSL>>false</ServerSSL>
</ServerSettings>
<OtherSettings>
  <SiteName></SiteName>
</OtherSettings>
</DeleteJobTrackerSettings>
</Configuration>

```

Creating an Active Directory login method

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, click **Add Login Method > Active Directory**.
- 3 Configure the settings.
 - **Domain**—Type the realm or domain name of the Active Directory server.
 - **User Name**—Type the name of the user that can authenticate to the Active Directory.
 - **Password**—Type the password of the user.
 - **Organizational Unit**—Type the organizational unit attribute the user belongs to.
- 4 Click **Join Domain**.

Creating a Kerberos login method

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, click **Add Login Method > Kerberos**.
- 3 Do one of the following:

Create a simple Kerberos configuration file

From the Generate Simple Kerberos File section, configure the following:

- **KDC Address**—Type the IP address or host name of the KDC IP.
- **KDC Port**—Enter the port number used by the Kerberos server.
- **Realm**—Type the realm used by the Kerberos server. The realm must be typed in uppercase.

Import a Kerberos configuration file

In the Import Kerberos File field, browse to the krb5.conf file.

- 4** If necessary, from the Miscellaneous Settings section, configure the following settings:
 - **Character Encoding**—Select the character encoding used for the configuration file.
 - **Disable Reverse IP Lookups**
- 5** Click **Save and Verify**.

Configuring Print Release

Accessing the Embedded Web Server

- 1 Obtain the printer IP address. Do either of the following:
 - Locate the IP address on the printer home screen.
 - From the printer home screen, touch **Settings** > **Network/Ports** > **Network Overview**.
- 2 Open a web browser, and then type the printer IP address.

Configuring job locations

Configuring Serverless (Active Directory) settings

These settings apply to Hybrid Print Management with Lexmark Print Management 2.2 or later.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > **Print Release** > **Configure**
- 2 From the Job Location section, select **Serverless (Active Directory)**.
- 3 From the Serverless Active Directory Settings section, type the Active Directory attribute and the realm.
- 4 Type the user name and password.
Note: Match the user name with the ServiceAccountUserName value set in the Lexmark Print Management Client configuration file. For more information, see [“Understanding configuration files for Windows operating system” on page 11](#).
- 5 Enter the SSL and HTTP port numbers.
- 6 Select a security mode.
 - **Auto**—The application retrieves jobs from either an SSL- or non-SSL-configured Lexmark Print Management Client 2.2.
 - **SSL Only**—The application retrieves jobs from SSL-configured Lexmark Print Management Client 2.2.
- 7 Click **Save**.

Configuring Serverless (Web) settings

This setting is required only for Print Management Client 2.2.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > **Print Release** > **Configure**
- 2 From the Job Location section, select **Serverless (Web)**.
- 3 From the Serverless Web Server Settings section, type the web server address.
- 4 Enter the SSL and HTTP port numbers.

- 5 Select a security mode.
 - **Auto**—The application retrieves jobs from either an SSL- or non-SSL-configured Lexmark Print Management Client 2.2.
 - **SSL Only**—The application retrieves jobs from SSL-configured Lexmark Print Management Client 2.2.
- 6 If necessary, select either of the following:
 - **Use Proxy**—Select this setting when the proxy server is configured to require all connections to pass through it.
 - **Allow Communication to Print Management Client 2.2 and Earlier**—Select this setting when Print Management Client v2 is supported.
- 7 Click **Save**.

Configuring SaaS settings

These settings apply to Cloud Print Management.

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Print Release > Configure
- 2 From the Job Location section, select **SaaS**.
- 3 From the SaaS Settings section, type the release and tracking server address.
- 4 Browse to the SSL certificate, and then click **Upload**.
- 5 Click **Save**.

Configuring the advanced settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Print Release > Configure
- 2 From the Advanced Settings section, adjust the network and socket timeouts.
- 3 In the Print Error Page menu, select the error logs that you want to be printed.
- 4 If necessary, enable job costing, and then specify the cost for color and black-and-white jobs.
Note: Enabling this feature shows the individual cost of jobs and the total cost of selected jobs.
- 5 Click **Save**.

Customizing the application icon

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Print Release > Configure
- 2 From the Home Screen Button section, select **Use Custom Label**, and then type the text that you want to appear on your home screen.

- 3** Select **Use Custom Icon**, browse to the image that you want to appear on your home screen, and then click **Upload**.
- 4** Click **Save**.

Importing or exporting a configuration file

Importing configuration files overwrites the existing application configurations.

- 1** From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Print Release > Configure
- 2** Click **Import/Export Configuration**.
- 3** Do either of the following:
 - Browse to the configuration file, and then click **Import**.
 - Click **Export**.

Using the Lexmark Cloud Services Print Management web portal

For more information on configuring the Lexmark Cloud Print Management solution, see the *Cloud Print Management Configuration Guide*.

Accessing the Lexmark Cloud Services dashboard

- 1 Open a web browser, and then type **cloud.lexmark.com**.

Note: To change the language shown on the website, on the upper-right corner of the page, select a language.


- 2 Type your e-mail address and password.

Note: If the system is configured to have federated access, then you are redirected to the login page of your organization.

- 3 Click **Log In**.

Available options

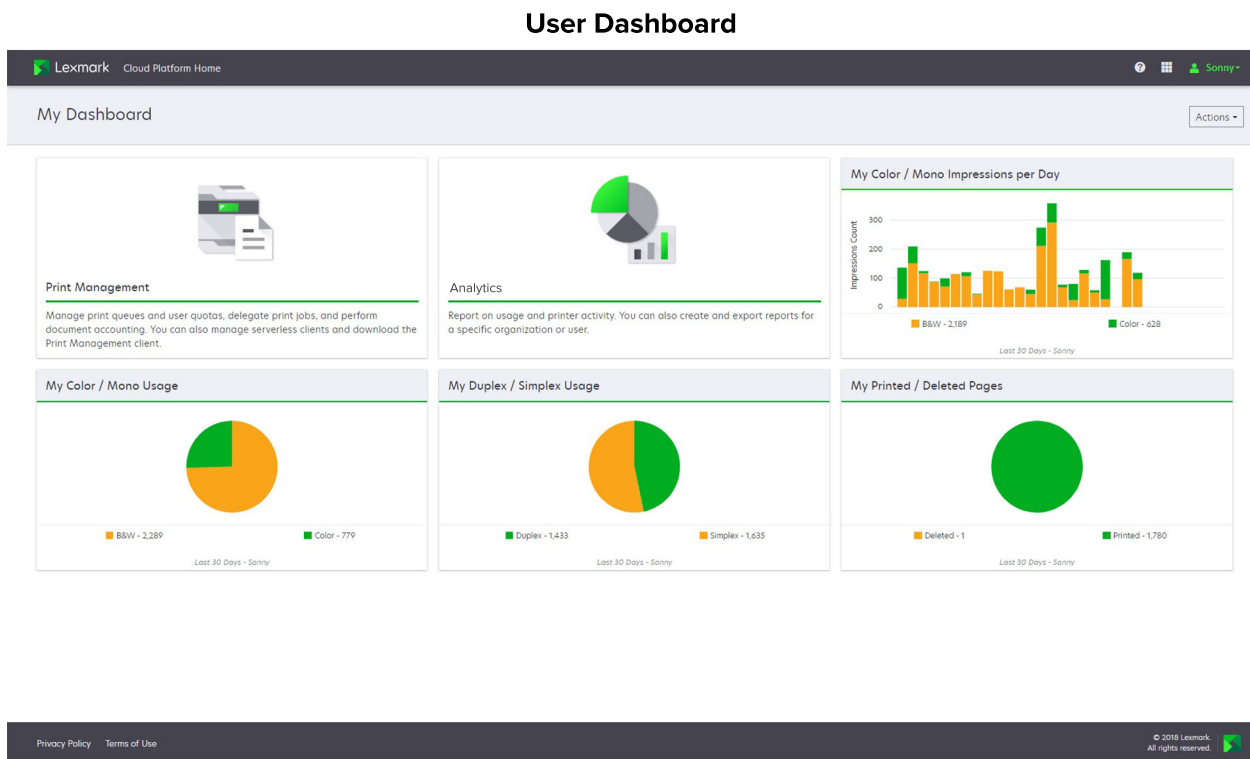
Depending on the permissions associated with your user account, a selection of web portal cards appears in the dashboard. Clicking a web portal card opens a new web browser tab to the selected web portal.

To open another web portal from your current web portal, click  on the upper-right corner of the page.

Managing the dashboard

The dashboard provides quick access to the web portals and the cards that contain usage information for the last 30 days. You can create and customize up to 10 dashboards, and each dashboard can contain up to 24 cards. The dashboard view is customizable. You can add, hide, move, or rename the cards.

The available web portals and cards depend on your assigned role.



Users can view their own printer usage.

Creating a dashboard

- 1 From the dashboard, click **Actions**.
- 2 Click **Create Dashboard**.
- 3 Type a unique dashboard name.
- 4 Click **Create**.

Note: You can create up to 10 dashboards.

Setting a default dashboard

- 1 From the dashboard, click the dashboard drop-down menu, and then select the dashboard that you want to set as default.
- 2 Click **Actions** > **Set as Default**.
- 3 Click **Set as Default**.

Note: You cannot delete a dashboard that is set as default.

Renaming a dashboard

- 1 From the dashboard, click the dashboard drop-down menu, and then select the dashboard that you want to rename.
- 2 Click **Actions** > **Rename Dashboard**.

- 3 Type the new dashboard name.
- 4 Click **Rename**.

Deleting a dashboard

- 1 From the dashboard, click the dashboard drop-down menu, and then select the dashboard that you want to delete.
- 2 Click **Actions > Delete Dashboard**.
- 3 Click **Delete Dashboard**.

Managing cards

- 1 From the dashboard, click **Actions**.
- 2 Do any of the following:

Add cards

Notes:

- You can add up to 24 cards.
- The dashboard view is not updated automatically when the user is given access to a new web portal. The web portal card must be added manually.

- a Click **Add Card**.
- b Select a card type.
- c Update the card name.
- d Click **Add Card**.

Edit cards

- a Click **Edit Cards**.
- b Do any of the following:
 - Add cards.
 - Edit the card properties.
 - Move cards.
 - Delete cards.

Note: You can switch to a different dashboard when editing cards, and all changes made in the dashboards are saved.

- c Click **Done**.

Change the view


Mouse over the Change View menu, and then select the number of columns.

Accessing the Print Management web portal

Open a web browser, access the Lexmark Cloud Services dashboard, and then do either of the following:

- From the dashboard, click **Print Management**.

Note: If the card is not available in the dashboard, then add the card. For more information, see [“Managing the dashboard” on page 30](#).

- From your current web portal, click  on the upper-right corner of the page, and then click **Print Management**.

Administrative tasks

The Administration tab is available only to Cloud Print Management administrators. This feature lets you configure the print job delegation, e-mail submission, quotas, print job retention, and print job history.

Configuring organizational policies

- 1 From the Print Management web portal, click **Administration > Organizational Policy**.
- 2 From the General section, do any of the following:
 - **Enable print job delegation**—This feature lets you delegate print jobs to other users, allowing them to release the jobs for you. For more information, see [“Managing delegates” on page 38](#).
 - **Enable e-mail submission**—This feature lets you e-mail documents to Lexmark Cloud for release. For more information, see [“Sending print jobs using e-mail” on page 41](#).
 - **Enable changing the number of copies before release**—This feature lets you set the number of copies before releasing a print job. To disable this feature, clear the check box.
 - **Enable print and keep**—This feature lets you retain a print job in the print queue while releasing it. You can clear Enable print and keep to disable this feature.
 - **Enable automatic print release**—This feature lets you automatically release all print jobs in your print queue after logging in to a printer.
 - **Enable print quotas**—This feature lets you set printing quota limits. You can define the default quota for the organization, or set a custom quota.

Select one of the following:

- **Cost center or personal**—Lets you define quotas, and then assign them to cost centers or individual users.
- **Department or personal**—Lets you define quotas, and then assign them to departments or individual users.
- **Personal only**—Lets you define quotas, and then assign them to individual users.

For more information on defining the quotas, see [“Defining quotas” on page 34](#).

For more information on assigning the quotas, see [“Assigning quotas” on page 35](#).

- 3 From the Print Job Retention section, specify the length of time before released and unreleased jobs are deleted.
- 4 From the Print Job History section, specify the period of the print job history.

Notes:

- You can view the print job history information from the Print Job History tab. For more information, see [“Viewing the print job history” on page 38](#).
- This setting determines the included dates when generating the history of submitted print jobs. The specified period has no association with the Analytics web portal.

5 Click **Save Changes**.

Defining quotas

You can create quota definitions, and then assign them to specific departments, cost centers, or select users.

This feature is available only when quota assignment is enabled in the organizational policies. For more information, see [“Configuring organizational policies” on page 33](#).

1 From the Print Management web portal, click **Administration > Quota Definitions**.

2 Do any of the following:

Set a fixed quota

- a** Click **Create**, and then type a unique quota definition name.
- b** In the Specify quota limits menu, select **Same limits for each month**.
- c** Specify the total quota for each month.
 - **Allow unlimited printing**
 - **Set custom quota**—Specify a printing limit.
 - **Disable all printing**

Notes:

- You can also allow, disallow, or set a color printing limit.
- The color printing limit is part of the total quota limit. If the color printing limit is reached, then users can no longer print in color but can still use the remaining total quota for black and white printing.

d Click **Create Quota Definition**.

Set a custom quota for each month

- a** In the Specify quota limits menu, select **Custom limits for each month**.
- b** Select one or more months.
- c** Click **Set Quota Limits**, and then specify the quota.
 - **Allow unlimited printing**
 - **Set custom quota**—Specify a printing limit.
 - **Disable all printing**

Notes:


- You can also allow, disallow, or set a color printing limit.

- The color printing limit is part of the total quota limit. If the color printing limit is reached, then users can no longer print in color but can still use the remaining total quota for black and white printing.

d Click **Create Quota Definition**.

Setting the default quota for the organization

The default quota applies to all users in the organization, unless a custom quota is assigned to the department, cost center, or individual user. The custom quota overrides the default quota.

- Click  beside Default Quota.
- Set a fixed quota or a custom quota for each month.

Assigning quotas

This feature is available only when quota assignment is enabled in the organizational policies. For more information, see [“Configuring organizational policies” on page 33](#).

1 From the Print Management web portal, click **Administration** > **Quota Assignments**.

2 Do any of the following:

Note: The available tabs may vary depending on the organizational policy. If the policy is only allowing quota assignments by **Personal only**, then no other tabs are available. For more information, see [“Configuring organizational policies” on page 33](#).

Assign a cost center quota

- From the Cost Center tab, click **Assign Quota**.
- Type the cost center name.

Note: The cost center name must match a cost center found in Account Management for the organization.

- Select a quota definition.
- Click **Assign Quota**.

Assign a department quota

- From the Department tab, click **Assign Quota**.
- Type the department name.

Note: The cost center name must match a cost center found in Account Management for the organization.

- Select a quota definition.
- Click **Assign Quota**.

Assign a user quota

- From the Personal tab, click **Assign Quota**.

Note: The Personal tab is available only when the policy is set to assign quotas by **Cost center or personal** or **Department or personal**.

- Type the user e-mail address.

- c Select a quota definition.
- d Click **Assign Quota**.

Managing print queues

The print queue shows the print jobs submitted to Cloud Print Management using the following submission methods:

- **Cloud Print Management**—The print jobs are submitted to the Lexmark Cloud print queue.
Users can send print jobs using the following sources:
 - **Web**—The file is uploaded directly to the Print Management web portal.
 - **LPMC**—The print job is sent from the user's workstation using the Lexmark Print Management Client configured for Cloud Print Management.
 - **Chrome Print Extension**—The print job is submitted from the Google Chrome web browser.
 - **Mobile**—The print job is submitted from the Lexmark Mobile Print mobile application.
 - **E-mail**—The print job is e-mailed to *Cloudprint@lexmark.com* or *Cloudprint.eu@lexmark.com*.
- **Hybrid Print Management**—The print jobs are held locally on the user's workstation rather than being submitted to the Lexmark Cloud print queue. The print queue shows the print jobs being held for release on the workstation. The workstation uses the Lexmark Print Management Client that is installed in Hybrid mode to communicate with Cloud Print Management.

Note: From the print queue, you can also change the layout, paper, and finishing options. However, depending on the submission method, print driver settings, and document processor settings, some options may not be available.

- 1 From the Print Management web portal, click **Print Queue**.
- 2 Click the Print Queue header.
- 3 Search for or select a user.
- 4 Do any of the following:

Upload files

- a Click **Upload File**.
- b Drag one or more files, or click **Choose Files**, and then browse to them.
- c Click **Done**.

Delete print jobs

- a Select one or more jobs.
- b Click **Delete > Delete Print Jobs**.

Set print settings for a specific print job

- a Click a print job.
- b If necessary, from the General section, type a description for the print job.
- c Do any of the following:

Note: Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.

Adjust the layout

- **Copies**—The number of copies to be printed.
- **Collate**—Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
- **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
- **Pages per side**—Multiple pages of the document are printed on one side of the paper.
- **Orientation - Pages per side**—The orientation of the pages when printing multiple pages per side (N-up).

Adjust the paper and finishing options

- **Paper size**—The size of the paper.
- **Paper type**—The type of the paper.
- **Output bin**—The collection point for paper that has exited from the printer.
- **Staple**—The stapling position in the paper.
- **Hole punch**—The number of holes to be punched.
- **Fold**—The way the paper is folded.

Change the quality

Select a color mode.

- d** Click **Save Changes**.

Set default print settings for all incoming print jobs

- a** Click **Set Default Print Settings**.
- b** Do any of the following:

Note: Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.

Adjust the layout

- **Copies**—The number of copies to be printed.
- **Collate**—Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
- **Two-sided printing**—When you print on both sides of the paper, the paper flips either on the short-edge or on the long-edge side. To use the printer default setting, select **Use printer setting**.
- **Pages per side**—Multiple pages of the document are printed on one side of the paper.
- **Orientation - Pages per side**—The orientation of the pages when printing multiple pages per side (N-up).

Adjust the paper and finishing options

- **Paper size**—The size of the paper.
- **Paper type**—The type of the paper.
- **Output bin**—The collection point for paper that has exited from the printer.

- **Staple**—The stapling position in the paper.
- **Hole punch**—The number of holes to be punched.
- **Fold**—The way the paper is folded.

Change the quality

Select a color mode.

- c Click **Save Changes**.

Uploading files to the Print Management web portal

- 1 From the Print Management web portal, click **Print Queue**.
- 2 Click **Upload File**, and then drag one or more files or browse to them.
- 3 Click **Done**.

Managing delegates

View and manage user delegates.

A delegate is a user who is allowed to print jobs by another user. For example, an administrative assistant may print jobs submitted by an executive.

This feature is available only when print job delegation is enabled in the organizational policies. For more information, see [“Configuring organizational policies” on page 33](#).

Note: Delegates can view all print jobs submitted by another user. However, delegates but can print only Cloud Print Management print jobs. Delegates cannot print Hybrid Print Management print jobs.

- 1 From the Print Management web portal, click **Delegates**.
- 2 Click the **Delegates** header.
- 3 Search for or select a user.
- 4 Do either of the following:

Add delegates

- a Click **Add**.
- b Select a user.
- c Click **Add Delegate**.

Remove delegates

- a Select one or more delegates.
- b Click **Remove**.

Viewing the print job history

Note: This feature is available only if the Print Release Management Document Accounting role is assigned to you. For more information, contact your organization administrator.

From the Print Management web portal, click **Print Job History**.

The print job history contains the following information:

- **Impressions**—A side of a sheet of paper that contains toner.
- **Released From**—Shows the printer IP address where the print job is released.
- **Job Name**
- **Color Mode**—Shows whether the print job is monochrome or color.
- **Two-Sided Printing**—Shows whether the print job is printed on both sides of the paper.
- **Released**—Shows when the print job is released.

Using the application

Submitting print jobs

Sending print jobs from your computer

Do either of the following:

Send files

- 1 Open a file or image.
- 2 Select the print option, and then select the print release queue.
- 3 Click **Print**.
- 4 If prompted, type your e-mail address and password.

Send e-mails

Note: This feature is available depending on your role. For more information on assigning roles, see the *Lexmark Cloud Services Administrator's Guide*.

To obtain the print queue server e-mail address, contact your administrator or your Customer Support Center.

Note: Make sure that the e-mail has content.

Downloading the Lexmark Cloud Print Management for Chrome extension

The Lexmark Cloud Print Management for Chrome extension must be added before you can send print jobs to Cloud Print Management using the Chrome OS™ operating system.

- 1 From the Print Management web portal, click **Client Download**.
- 2 From the Chrome OS section, click **Available in the Chrome Web Store**.
- 3 Click **Leave Site**.
- 4 Using the Google Chrome browser, from the Chrome Web Store, add the Lexmark Cloud Print Management for Chrome extension.

Sending print jobs from the Google Chrome browser

Notes:

- The "Lexmark Cloud Print Management for Google Chrome" extension must be added to your web browser.
- For more information on obtaining the "Lexmark Cloud Print Management for Google Chrome" extension, contact your Lexmark representative.

- 1 From the Google Chrome browser, open a file, image, or web page.
- 2 Select a print option, and then select **Lexmark Cloud Print Management for Google Chrome**.

3 If necessary, change the print settings.

4 Click **Print**.

Sending print jobs using e-mail

This feature is available only when e-mail submission is enabled in the organizational policies. For more information, see [“Configuring organizational policies” on page 33](#).




From your e-mail client, send the e-mail or attachment to:

- For users in the North American data center, Cloudprint@lexmark.com
- For users in the European data center, Cloudprint.eu@lexmark.com

Managing print jobs



1 From the home screen, touch **Print Release**.

2 Do any of the following:

- To refresh the list, touch  beside the Print button, and then touch **Refresh**.
- To print the jobs and keep them in the queue, select one or more jobs, touch  beside the Print button, and then touch **Print and Keep**.
- To change the print job settings, select a job, touch  beside the Print button, and then touch **Change Print Settings**. Do either of the following:

Note: Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.


- Touch **Settings**, and then configure any of the following:
 - **Number of copies**
 - **Color**


Note: You cannot change black-and-white print jobs to color at the printer for some file formats.
 - **Sides**—The print jobs are either printed on one side only or on both sides of the paper.
- Touch **Finishing Options**, and then configure either of the following:
 - **Staple**—The printed jobs are stapled.
 - **Hole punch**—The printed jobs are punched with holes.
- To delete the print jobs, select one or more jobs, touch  beside the Print button, and then touch **Delete**.
- To view your quota status, touch  beside the Print button, and then touch **Quota**.

Releasing print jobs

1 From the home screen, touch **Print Release**.

2 Select one or more print jobs.

Note: To print the jobs that are delegated to you, touch  if necessary, select a user name, and then select the print jobs.

3 If necessary, change the print settings. Touch  beside the Print button, touch **Change Print Settings**, and then do either of the following:

Note: Depending on the submission method, print driver settings, and document processor settings, some layout, paper, and finishing options may not be available.

- Touch **Settings**, and then configure any of the following:
 - **Number of copies**
 - **Color**
 - **Sides**—The print jobs are either printed on one side only or on both sides of the paper.
- Touch **Finishing Options**, and then configure either of the following:
 - **Staple**—The printed jobs are stapled.
 - **Hole punch**—The printed jobs are punched with holes.

4 Touch **Print**.

Troubleshooting

Application error

Try one or more of the following:

Check the diagnostic log

- 1 Open a web browser, and then type **IP/se**, where **IP** is the printer IP address.
- 2 Click **Embedded Solutions > Log File**.
- 3 Analyze the log, and then resolve the problem.

Check the Lexmark Print Management Client log

To enable logging of the Lexmark Print Management Client events, modify the Logger element in the Lexmark Print Management Client configuration file.

For Windows operating system

```
<Logger>
  <LogFilePath>C:\ProgramData\LPMC\lpmc.log</LogFilePath>
  <LoggingEnabled>true</LoggingEnabled>
</Logger>
```

Note: For more information, see [“Understanding configuration files for Windows operating system” on page 11](#).

For Mac OS operating system software

```
<Logger>
  <LogFilePath>/var/tmp/lpmc.log</LogFilePath>
  <LoggingEnabled>true</LoggingEnabled>
</Logger>
```

Note: For more information, see [“Understanding configuration files for Mac OS operating system software” on page 18](#).

- To enable logging, set the LoggingEnabled value to **true**, or **debug** for a more detailed log.
- To view the log file, navigate to the folder specified in LogFilePath. Analyze the log, and then resolve the problem.

Note: Setting the LoggingEnabled value to **false** disables logging, but some critical errors are still logged.

Make sure to restrict public access to the application

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Public section, click **Manage Permissions**.

- 3 Expand **Apps**, and then clear **Print Release**.
- 4 Click **Save**.

Make sure that Print Release is granted access control

When using either Cloud Authentication or Card Authentication, do the following:

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Additional Login Methods section, click **Manage Permissions** beside the application.
- 3 Select a group, expand **Apps**, and then select **Print Release**.
- 4 Click **Save**.

Contact your Lexmark representative

Installation with an LDC file is not working

Try one or more of the following:

Make sure to use the correct file names

During installation, the system looks for specific file names for the LDC files.

Use the following file names:

- LPMSaaSPrintQueueConfiguration.ldc** for the Cloud Print Management print queue
- LPMServerlessPrintQueueConfiguration.ldc** for the Hybrid Print Management print queue

Make sure to use the correct names for the print queue

The LDC configuration must use the following value for the print queue:

```
<PrinterObject value="Cloud Print Management - PCLXL"></PrinterObject>
```

You can also use the following generic values for the printer profile and printer model:

```
<PrinterProfile name="Lexmark Universal v2" version="1.0">  
<PrinterModel value="Lexmark Universal v2"></PrinterModel>
```

Cannot print jobs

Try one or more of the following:

Make sure that the quota is sufficient

Decrease the number of pages on the print job

Increase the Network and Socket Timeout values

Make sure that the UseSSL value is set to True

If HTTPS is used, then make sure that the **UseSSL** value in the config file is set to **True**.

Jobs appear to be printing but no output is printed

Try one or more of the following:

Make sure that the B/W Print and Color Print settings are enabled

When using either Cloud Authentication or Card Authentication, do the following:

- 1** From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2** From the Additional Login Methods section, click **Manage Permissions** beside the application.
- 3** Select a group, and then expand **Function Access**.
- 4** Select **B/W Print** and **Color Print**.
- 5** Click **Save**.

Contact your Lexmark representative

License error

Contact your Lexmark representative

Lexmark Hybrid Print Management troubleshooting

Jobs do not appear in the Print Release queue

Try one or more of the following:

Make sure to send the print job to the print queue

Make sure that the user account used when sending the print job is the same account logged in to the Print Release-enabled printer

For more information, contact your system administrator.

Make sure that Lexmark Hybrid Print Management Print Release is installed on the printer to which you are sending the print job

For more information, contact your system administrator.

Make sure that the computer and the printer are connected to the same network

For more information, contact your system administrator.

Verify the proxy connection

If the proxy server requires all connections to pass through it, then enable the **Use Proxy** setting. For more information, see [“Configuring Serverless \(Web\) settings” on page 27](#).

Make sure that the user is granted read and write access to the Active Directory attribute

For more information, contact your system administrator.

Add a firewall exception to the Lexmark Print Management Client port number

A firewall may be blocking the communication between the printer and the workstation. Check the following:

- A non-Windows firewall is installed on workstations using Windows operating system.
- A non-Mac firewall is installed on workstations using Mac OS operating system software.

The default port number for the Lexmark Print Management Client is **9443**. For more information, contact your system administrator.

Make sure that the user is granted access to the computer where the Lexmark Print Management Client is installed

Note: The following instructions are applicable only to Windows operating system users.

- 1** From the computer where the Lexmark Print Management Client is installed, run the command prompt as an administrator, and then type **secpol.msc**.
- 2** From the Security Settings menu, click **Local Policies > User Rights Assignment > Access this computer from the network**.

- 3 Set the security policy to its default value, or manually add a user or group to the policy.

Note: If the domain group policy is managing the security policy, then add them at the domain group policy level. Otherwise, your changes are overwritten the next time the group policy is modified.

- 4 Click **Apply**.

Make sure that Kerberos is configured in your printer

For more information, see [“Creating a Kerberos login method” on page 25](#).

Contact your Lexmark representative

Cannot retrieve jobs

Try one or more of the following:

Make sure that your account from Active Directory has write access to the otherLoginWorkstations attribute

For more information, contact your system administrator.

Remove the proxy settings used for your printer

For more information, contact your system administrator.

Make sure that the Lexmark Print Management Client and the printer are connected to the same network

For more information, contact your system administrator.

Make sure that the Lexmark Print Management Client is not in Sleep or Hibernate mode

For more information, contact your system administrator.

Make sure that the user sending the print job from the printer is the same user logged in to the Lexmark Print Management Client

For more information, contact your system administrator.

Make sure that Lexmark Print Capture Service and Lexmark Print Release Service are running when you access Print Release on the printer

When using a login method that uses a card, make sure to use the user account with administrator privilege in Active Directory and the Lexmark Print Management Client

For more information, contact your system administrator.

Make sure that NTP is enabled

- 1 Open a web browser, and then type the printer IP address.

Note: View the IP address in the TCP/IP section of the Network/Ports menu.

- 2 Click **Settings** or **Configuration**, and then click **Security** > **Set Date and Time**.

3 Select **Enable NTP**.

4 Click **Apply**.

Make sure that the time on the printer matches the time on the Kerberos KDC

Make sure that the password created for Certificate Authority is correct

For more information, contact your system administrator.

Make sure that the service account user name set for Card Authentication and Print Release matches the user name in the Lexmark Print Management Client configuration file

For more information on configuring Card Authentication, see the *Card Authentication Administrator's Guide*.

For more information on configuring the Lexmark Print Management Client, see [“Installing the Lexmark Print Management Client” on page 9](#).

Make sure that the HTTP or SSL port number set in Print Release matches the port number set in the Lexmark Print Management Client configuration file

For more information, see [“Understanding configuration files for Windows operating system” on page 11](#).

Make sure that the user is granted access to the computer where the Lexmark Print Management Client is installed

1 From the computer where the Lexmark Print Management Client is installed, run the command prompt as an administrator, and then type **secpol.msc**.

2 From the Security Settings menu, click **Local Policies > User Rights Assignment > Access this computer from the network**.

3 Set the security policy to its default value, or manually add a user or group to the policy.

Note: If domain group policy settings manage the policy, then add them at the domain group policy level. Otherwise, your changes are overwritten the next time the group policy is modified.

4 Click **Apply**.

Contact your Lexmark representative

Loading the print jobs takes a long time

Try one or more of the following:

Make sure that the network switch is not set to half duplex

Make sure that the workstations containing the print jobs are turned on

The application may be trying to connect to the workstations that are turned off. The application waits for three timeouts before it stops communicating to a workstation.

Contact your Lexmark representative

Printing takes a long time

Try one or more of the following:

Make sure that the network switch is not set to half duplex

Contact your Lexmark representative

Jobs do not finish printing

Try one or more of the following:

Make sure that your printer is connected to the network

Release the print job again

Cannot connect to the Lexmark Print Management Client when using Mac computers

Try one or more of the following:

Make sure that the computer is connected to the network whether a user is logged in or not

Some Mac computers cannot connect to the network after being turned on and before any user is logged in. A network connection is needed to connect to the Lexmark Print Management Client.

Contact your Lexmark representative

Lexmark Cloud Print Management troubleshooting

Cannot access the Print Management web portal

Try one or more of the following:

Make sure that the user roles are assigned appropriately

For more information, contact your organization administrator.

Contact the Lexmark Customer Support Center

Some settings are unavailable on the Print Management web portal

Make sure that you have sufficient permission

For more information on assigning roles, see the *Lexmark Cloud Services Administrator's Guide*.

Cannot send e-mail to the print queue server

Make sure that the e-mail address is correct

Make sure that you have sufficient permission

For more information on assigning roles, see the *Lexmark Cloud Services Administrator's Guide*.

An error appears when sending print jobs using the Lexmark Cloud Print Management for Chrome extension

Make sure that your credentials are correct

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Index

A

- accessing the Embedded Web Server 27
- accessing the Lexmark Cloud Services dashboard 30
- accessing the web portal
 - Print Management 33
- Active Directory
 - creating login method 25
- Active Directory domain
 - joining 18
- adding cards 30
- adding delegates 38
- application error 43
- assigning quotas 35
- available options 30

C

- cannot access the Print Management web portal 49
- cannot connect to the Lexmark Print Management Client when using Mac workstations 49
- cannot print jobs 45
- cannot retrieve jobs 47
- cannot send e-mail to the print queue server 50
- cards
 - adding 30
 - deleting 30
 - editing 30
 - moving 30
- change history 4
- changing the dashboard view 30
- checklist
 - deployment readiness 7
- configuration file
 - importing or exporting 29
- configuration file for Mac 18
- configuration file for Windows 11
- configuring
 - advanced settings 28
- configuring organizational policies 33
- configuring SaaS 28
- configuring Serverless Active Directory 27
- configuring Serverless Web 27

- configuring the advanced settings 28
- creating an Active Directory login method 25
- creating Kerberos login method 25
- customizing
 - application icon 28
- customizing the application icon 28
- customizing the Lexmark Print Management Client package 9

D

- dashboard
 - managing 30
- dashboard view
 - changing 30
- defining quotas 34
- delegates
 - adding 38
 - managing 38
 - removing 38
- deleting cards 30
- deleting print jobs 41
- deployment readiness checklist 7
- downloading a print job 36
- downloading the Lexmark Cloud Print Management for Chrome extension 40
- downloading the Lexmark Print Management Client 9

E

- editing cards 30
- Embedded Web Server
 - accessing 27
- error appears when sending print jobs using the Lexmark Cloud Print Management for Chrome extension 50
- exporting a configuration file 29

F

- files
 - uploading 36

I

- importing a configuration file 29
- installation with an LDC file is not working 44
- installing the Lexmark Print Management Client 9

J

- jobs appear to be printing but there are no printed output 45
- jobs do not finish printing 49
- joining an Active Directory domain 18

K

- Kerberos
 - creating login method 25

L

- Lexmark Cloud Print Management for Chrome extension
 - downloading 40
 - error appears when sending print jobs 50
- Lexmark Cloud Services dashboard
 - accessing 30
- Lexmark Print Management Client
 - cannot connect when using Mac workstations 49
 - customizing 9
 - downloading 9
 - installing 9
 - logging out 10
- Lexmark Print Management Serverless jobs do not appear in the Print Release queue 46
- license error 45
- limiting printing 34
- loading the print jobs takes a long time 48
- logging out from the Lexmark Print Management Client 10
- login method
 - creating Active Directory 25

M

- managing delegates 38
- managing print queues 36
- managing the dashboard 30
- moving cards 30

O

- organizational policies
 - configuring 33
- overview 6

P

- print job
 - downloading 36
- print job history
 - viewing 38
- print jobs
 - changing the settings 41
 - deleting from queue 41
 - e-mailing 41
 - releasing 41, 42
 - sending from a web browser 40
 - sending from your computer 40
- Print Management
 - accessing 33
 - uploading files 38
- print queues
 - managing 36
- print settings
 - changing 41
 - setting 36
- printing limits 34
- printing takes a long time 49

Q

- quota definition
 - creating 34
- quotas
 - assigning 35
 - defining 34

R

- releasing print jobs 41, 42
- removing delegates 38

S

- SaaS
 - configuring 28

- sample configuration file for Mac 18
- sample configuration file for Windows 11
- sending e-mail to the print queue server 40
- sending files to the print queue server 40
- sending print jobs from a web browser 40
- sending print jobs from your computer 40
- sending print jobs using e-mail 41
- Serverless Active Directory
 - configuring 27
- Serverless Web
 - configuring 27
- setting print settings 36
- some settings are unavailable on the Print Management web portal 49

T

- troubleshooting
 - application error 43
 - cannot access the Print Management web portal 49
 - cannot connect to the Lexmark Print Management Client when using Mac workstations 49
 - cannot print jobs 45
 - cannot retrieve jobs 47
 - cannot send e-mail to the print queue server 50
 - error appears when sending print jobs using the Lexmark Cloud Print Management for Chrome extension 50
 - installation with an LDC file is not working 44
 - jobs appear to be printing but there are no printed output 45
 - jobs do not finish printing 49
 - Lexmark Print Management Serverless jobs do not appear in the Print Release queue 46
 - license error 45
 - loading the print jobs takes a long time 48
 - printing takes a long time 49

- some settings are unavailable on the Print Management web portal 49

U

- uploading files 36
- uploading files to the Print Management web portal 38
- user queue
 - viewing 36

V

- viewing the print job history 38
- viewing user queue 36

W

- web browser
 - sending print jobs from 40