# Secure Held Print Jobs

**Version 3.0**

## Administrator's Guide

# Contents

# Change history

## January 2016

- Initial document release for multifunction products with a tablet-like touch-screen display

# Overview

Use the application to let authenticated users view or release their held print jobs.

An authentication module or a login method is required for the security features of the application to work. An example of an authentication module is Smart Card Authentication Client. For more information, see the *Smart Card Authentication Client Administrator's Guide*.

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

# Deployment readiness checklist

Depending on the login method to use, one of the following is installed and configured in the printer:

☐ An authentication module

☐ A local account

☐ A network account

If Smart Card Authentication Client is used as the authentication module, then the following are also installed and configured in the printer:

☐ Smart Card Authentication Client

☐ Smart Card Authentication (licensing tool)

☐ A smart card driver

☐ CA certificates (.cer file)

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

# Configuring the printer settings

You may need administrative rights to configure the application.

## Accessing the Embedded Web Server

**1** Obtain the printer IP address. Do either of the following:
- Locate the IP address on the top of 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.

## Securing access to the application

### Restricting 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 **Secure Held Print Jobs**.

**Note:** To restrict public access to the built-in Held Jobs application, expand **Function Access**, and then clear **Held Jobs Access**.

**4** Click **Save**.

### Allowing users to access the application

**1** From the Embedded Web Server, click **Settings** > **Security** > **Login Methods**.

**2** Do one of the following:
- From the Local Accounts section, click **Manage Group/Permissions**.
- From the Network Accounts section, click **Manage Group/Permissions** beside the login method.
- From the Additional Login Methods section, click **Manage Permissions** beside the authentication module.

**3** Click the user group that needs access to the application.

**Note:** To configure the default user permission, click **All Users**.

**4** Expand **Apps**, and then select **Secure Held Print Jobs**.

**Note:** You can select more functions depending on the users' need.

**5** Click **Save**.

# Restricting unauthenticated users from viewing held jobs

The built-in Held Jobs application can be used to view all held jobs in the printer. After setting up Secure Held Print Jobs, remove the Held Jobs icon from the printer home screen.

**1** From the Embedded Web Server, click **Settings** > **Device** > **Visible Home Screen Icons**.

**2** Clear **Held Jobs**.

**3** Click **Save**.

# Converting print jobs to secure held print jobs

**1** From the Embedded Web Server, click **Settings** > **Security** > **Confidential Print Setup**.

**2** Select **Require All Jobs to be Held**.

**3** Click **Save**.

# Showing secured applications or functions on the home screen

By default, the secured applications or functions are hidden from the printer home screen.

**1** From the Embedded Web Server, click **Settings** > **Security** > **Miscellaneous**.

**2** In the Protected Features menu, select **Show**.

**3** Click **Save**.

# Configuring the application

You may need administrative rights to configure the application.

## Configuring the Secure Held Print Jobs settings

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps** > **Secure Held Print Jobs** > **Configure**

**2** From the Release Options section, configure the settings.

- **Release Method**—Specify how users print their held jobs.
- **Display Print Jobs Sorted By**—Specify how the print jobs are listed on the display.

**3** Click **Apply**.

## Importing or exporting a configuration file

**Note:** Importing configuration files overwrites the existing application configurations.

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps** > **Secure Held Print Jobs** > **Configure**

**2** Click **Import** or **Export**.

## Customizing the application icon

**1** From the Embedded Web Server, navigate to the configuration page for the application:

**Apps** > **Secure Held Print Jobs** > **Configure**

**2** Specify the text and image that you want to appear on your home screen.

**3** Click **Apply**.

**Note:** For more information, see the mouse-over help.

# Using the application

## Printing held jobs

**Notes:**

- Make sure to convert standard print jobs to secure held print jobs. For more information, see "Converting print jobs to secure held print jobs" on page 7.
- When using the print-and-hold feature, make sure that the print driver supports it. For more information, see the *Print Driver Help*. You can download the Lexmark Universal Print Driver for Windows and the print driver for Macintosh at **www.lexmark.com**.

**1** With a document open, click **File** > **Print**.

**2** Select a printer.

   **Note:** If necessary, configure the print settings.

**3** If necessary, use the print-and-hold feature.

   **a** Select the print-and-hold feature.

   - For Windows users, click **Properties**, **Preferences**, **Options**, or **Setup**, and then click **Print and Hold**.
   - For Macintosh users, select **Print and Hold** from the options menu.

   **b** Select the print job type.

   - **Reserve**—Send print jobs and store them in the printer memory for printing later.
   - **Verify**—Print the first copy of a multiple-copy print job for verification. The remaining copies are held until they are printed or canceled.
   - **Repeat**—Print the job immediately and store a copy in the printer memory so that more copies can be printer later.

   **Note:** The Secure Held Print Jobs application does not support confidential print jobs.

   **c** Type the user name from the LDAP directory associated with the print job.

**4** Click **OK** or **Print**.

**5** From the printer home screen, log in to your account, and then touch the application icon.

   **Notes:**

   - Make sure that the same account is used when logging in to the printer and when sending the print jobs.
   - Depending on how the application is configured, all jobs in your print release queue may print automatically when you touch the application icon. For more information, see "Configuring the Secure Held Print Jobs settings" on page 8.

**6** If prompted, enter your authentication credentials.

**7** Select the job or jobs that you want to print, and then specify the number of copies to print.

**8** 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.

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## License error

Try one or more of the following:

**Make sure that the license is up-to-date**

1 Do either of the following:
   - From the Embedded Web Server, click **Settings** > **Configuration History** > **Apps and Bundles**.
   - Open a Web browser, and then type **http://IP address/webservices/vcc/licenses** where **IP address** is the printer IP address.

2 Check the license status of the application from the list.

**Note:** For more information on licenses, contact your Lexmark representative.

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

## Cannot determine the user ID

This error indicates that the local account, network account, or authentication module login method is not setting the user ID for the session. Try one or more of the following:

**Make sure that the application is secured**

For more information, see .

**Make sure that the session user ID is set correctly**

From the Embedded Web Server, do one of the following:

**Using a local account login method**

**1** Click **Settings** > **Security** > **Login Methods**.

**2** From the Local Accounts section, click the local account type, and then make sure that the account has a user name.

**3** Click **Save**.

**Using a network account login method**

**1** Click **Settings** > **Security** > **Login Methods**.

**2** From the Network Accounts section, click the network account, and then make sure that the account has the correct user ID. For more information, contact your system administrator.

**3** Click **Save**.

**Using an authentication module**

**1** Click **Apps**.

**2** Select the authentication module, and then click **Configure**.

**3** Specify the appropriate setting for the session user ID.

**4** Click **Save** or **Apply**.

**Contact your solution provider**

If you still cannot resolve the problem, then contact your solution provider.

# No print jobs are available for the user

Try one or more of the following:

**Make sure that jobs are sent to the correct printer and have not expired**

The user may have sent the jobs to a different printer, or the jobs may have been automatically deleted because they were not printed in time.

**Make sure that the session user ID is set correctly**

From the Embedded Web Server, do one of the following:

**Using a local account login method**

**1** Click **Settings** > **Security** > **Login Methods**.

**2** From the Local Accounts section, click the local account type, and then make sure that the account has a user name.

**3** Click **Save**.

**Using a network account login method**

**1** Click **Settings** > **Security** > **Login Methods**.

**2** From the Network Accounts section, click the network account, and then make sure that the account gets the correct user ID. For more information, contact your system administrator.

**3** Click **Save**.

**Using an authentication module**

**1** Click **Apps**.

**2** Select the authentication module, and then click **Configure**.

**3** Specify the appropriate setting for the session user ID.

**4** Click **Save** or **Apply**.

## Contact your solution provider

If you still cannot resolve the problem, then contact your solution provider.

# Notices

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