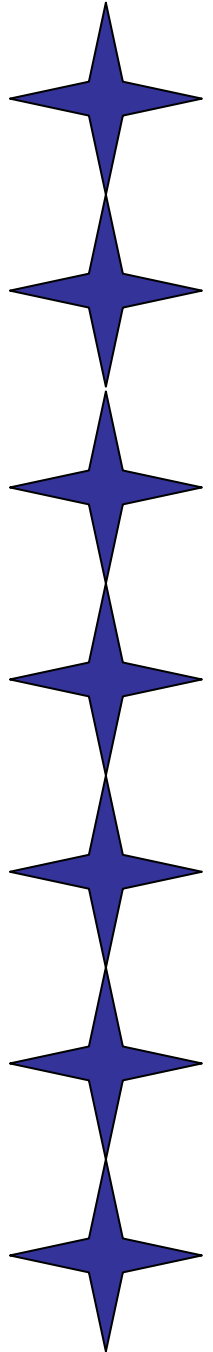


# CHSSTS Documentation

**iPrint**

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version 0.4  
Fall '06



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## 1. Introduction

### 1.1 Purpose of this Document

This document was created to help new technicians with the installation of the iPrint client and printers that utilize this service. It is also intended to instruct these technicians on how to identify possible machines that require a patch from Microsoft to utilize user printers, and how to apply that patch.

### 1.2 Scope of this Document

The document will cover the installation of the iPrint client, printers associated with the service, and simple troubleshooting.

### 1.3 References

What are iPrint User Printers?

<http://support.novell.com/cgi-bin/search/searchtid.cgi?/10085484.htm>

iPrint slow after installing SP 2 for Windows XP

<http://support.novell.com/cgi-bin/search/searchtid.cgi?10095247.htm>

Printing performance problems on Windows XP SP 2 and Windows Server 2003

<http://support.microsoft.com/?id=893225>

### 1.4 Document Legend

*Italics* indicates an action to be taken by the user

**Bold** indicates a portion of a dialogue box that needs user input or should be observed

## 2. Installing the Client:

### 2.1 Download the latest version

Open a web browser, preferably Internet Explorer and navigate to the website <https://iprint.montclair.edu/ipp> . (See Figure 2.1)

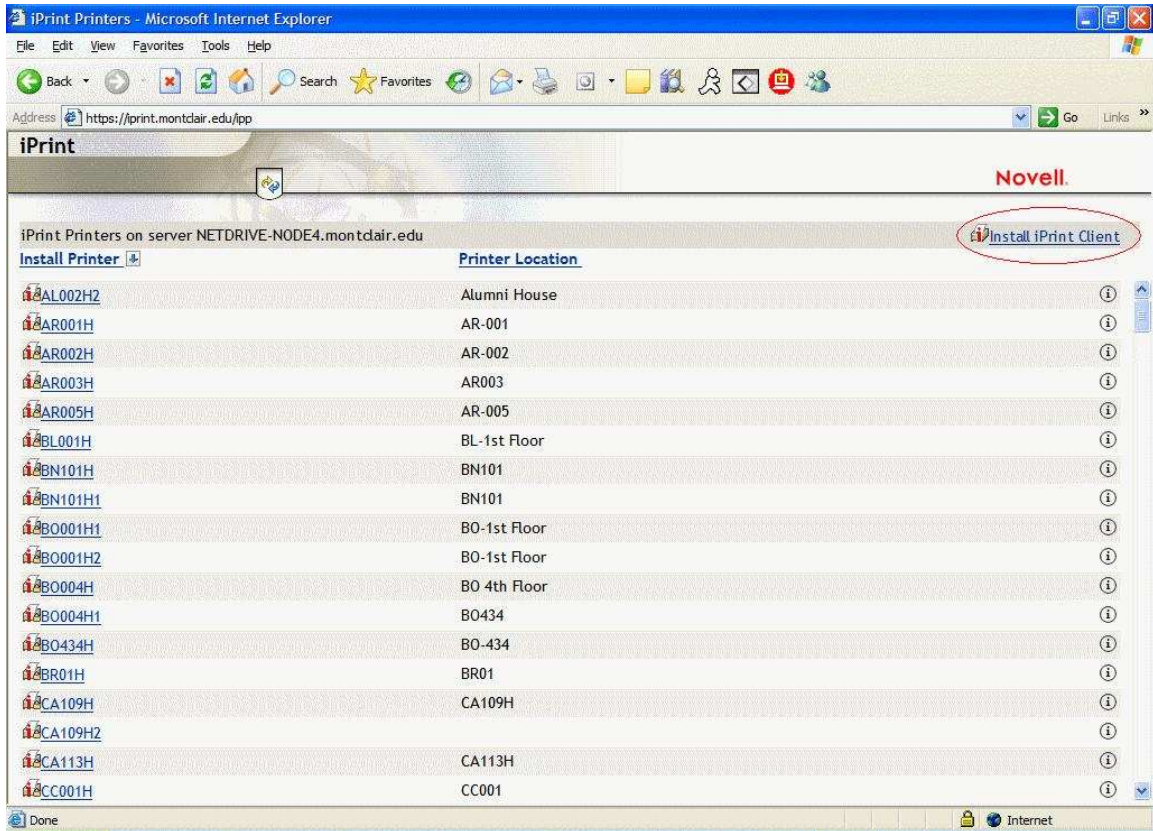


Figure 2.1

Click on the link [Install iPrint Client](#) that is located in the top right hand corner of the website under the red Novell logo (it is circled in red). The dialogue box shown in Figure 2.2 should appear, click on the **Save** button. You may wish to download the file to the Desktop for easy access.

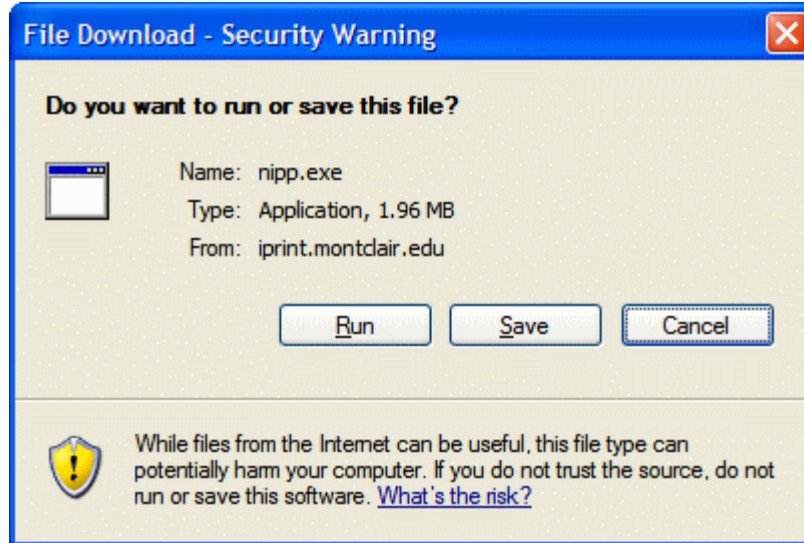


Figure 2.2

## 2.2 Run the Installer

Now that you have the client downloaded navigate to the location of the installation package (see Figure 2.3) and press **SHIFT + right-click** on the icon. Choose the option **Run-as...** and enter an administrators name and password.



Figure 2.3

The client should now be installed.

## 3. Installing a Printer

### 3.1 Choose a Printer

Go back to the web browser as shown in Figure 1.1 and click on the printer you wish to install from the list. If you have not authenticated to the iPrint server (logged in with your netid and password) then you will be presented with login box as shown in Figure 3.1. For the **U**ser value, enter your NetID, for **P**assword, enter your NetID password. You can check the box for *Remember my Password* if you do not wish to enter your password every time you need to print (for more information about NetIDs see: <http://oit.montclair.edu/resources/facultystaffnetid.html> ).

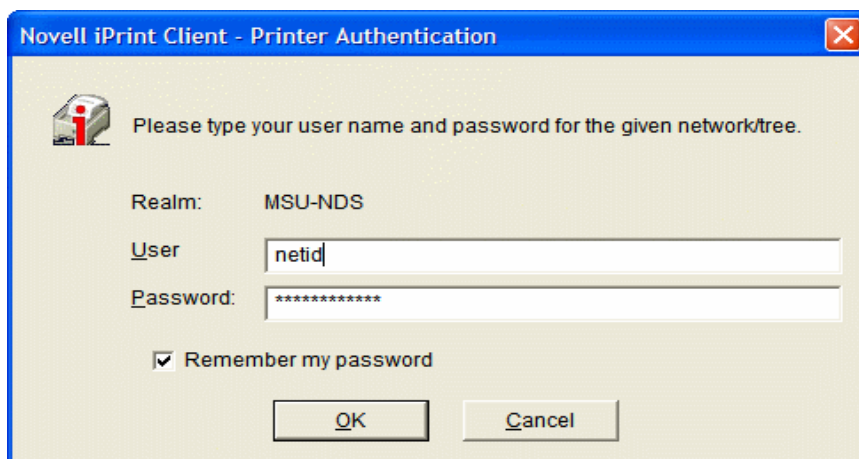


Figure 3.1

### 3.2 Confirm your Choice / Set Default

If you have entered a valid username and password for the printer you will be prompted to see if you really want to install the printer. A window as shown in figure 3.2 will appear. If you want this printer to be installed click on the **Yes** button, if not choose click on the **No** button. You are also presented with the option of setting this printer as the default, you can toggle this setting with the check box, a check means the printer will be the default, and empty box mean it won't.

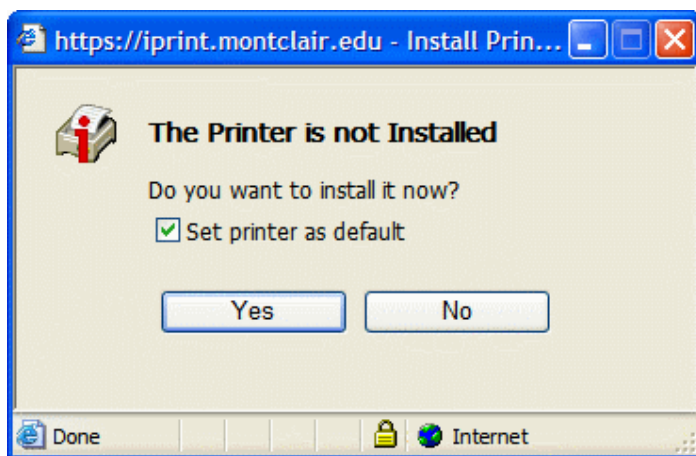


Figure 3.2

### 3.3 Watch the Installation

If you chose **Yes** in the window from Figure 3.2 you will be shown the window that is illustrated by Figure 3.3 This box shows the status of the printer installation. Usually the install takes between 1-5 minutes, but may vary between different systems and setups. When the printer has completed its installation the window shown in Figure 3.4 will appear. At this point you should restart any browsers or applications you had running to ensure they detect the new printer.

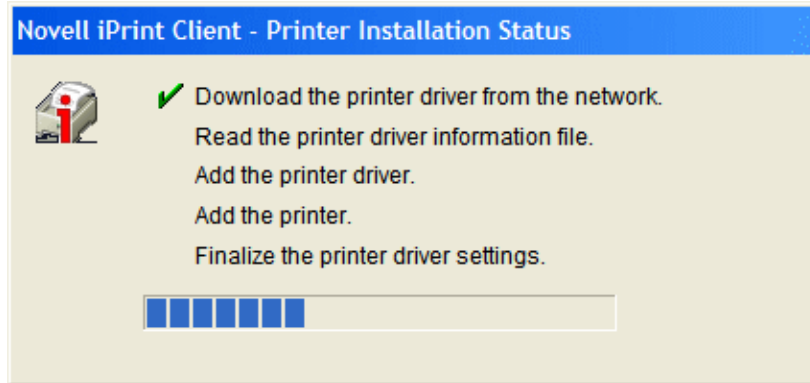


Figure 3.3

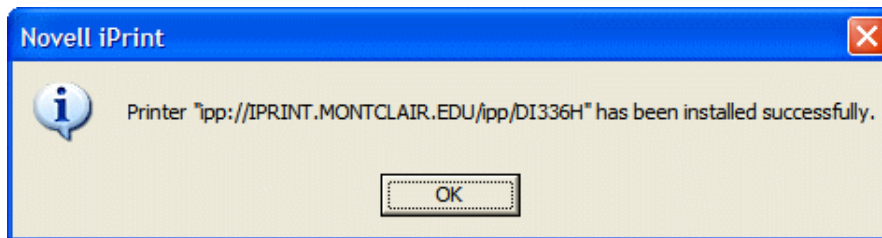


Figure 3.4

## 4. Microsoft Patch for User Printers (KB893225) or iPrint Patch

**\*\*\* This patch only applies to Windows XP SP2 \*\*\***  
 (See Appendix A to see how to determine your version of Windows)

### 4.1 Download and Extract the Patch

You will need to download the patch from [http://netdrive.montclair.edu/~schwarj/software/iPrint\\_Patch.zip](http://netdrive.montclair.edu/~schwarj/software/iPrint_Patch.zip). Please choose a place that you will remember where it is downloaded, a good place for this is the **Desktop**. You should see an icon like the one that is shown in Figure 2.1. *Right-click* on the icon shown in Figure 2.1 and choose **Winzip** → **Extract to Folder**.



Figure 4.1

You should be prompted with box similar to the one shown in Figure 4.2. Choose the folder that you would like to extract the files to. I have chosen to extract the file into a folder on the Desktop called **iPrint Patch**.

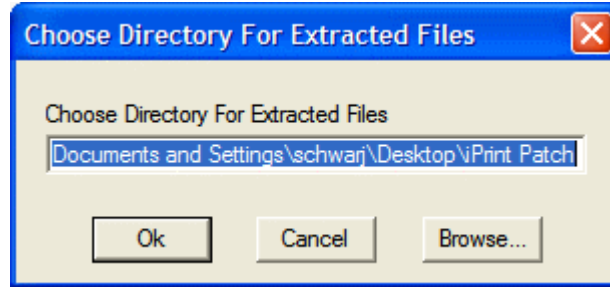


Figure 4.2

## 4.2 Extract the Symbols file

Open the folder that you have just created and *double-click* the file **WindowsXP-KB893225-v2-x86-Symbols-ENU.exe** to extract the symbols folder.

## 4.3 Install the patch

4.3.1 *Double-click* the file **WindowsXP-KB893225-v2-x86-ENU.exe** to run the installer. You should see the screen that is shown in Figure 4.3. As with all installations, you should back up your system and close all of the programs that are running on the system.

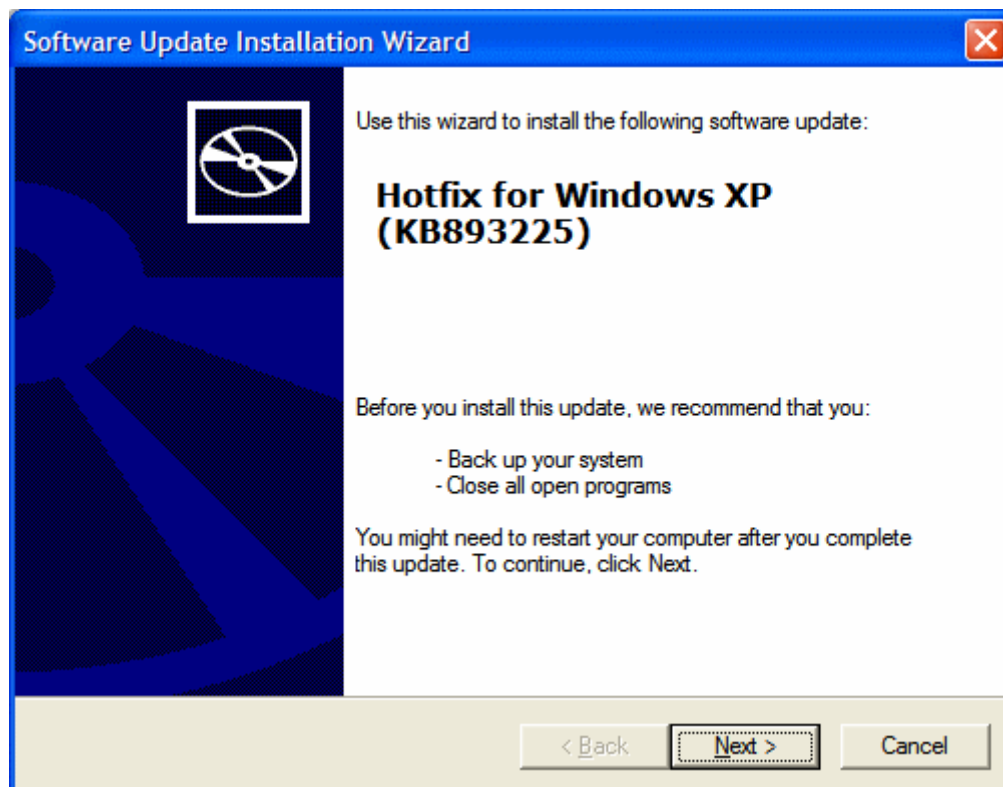


Figure 4.3

4.3.2 Read through and if you choose to do so, agree to the license by *clicking* on the bubble next to **I Agree** as shown in Figure 4.4. Then you can proceed with the installation by *clicking* on **Next >**.

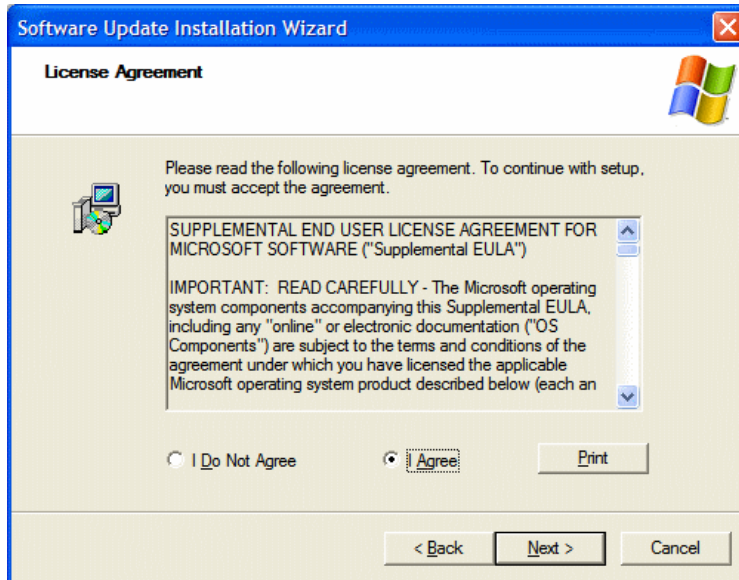


Figure 4.4

4.3.3 The installation should proceed successfully without your interaction. Once it has completed you will need to Reboot your computer in order to have it applied and working properly. This action can be achieved by *clicking* on the **Finish** button as shown in Figure 4.5.

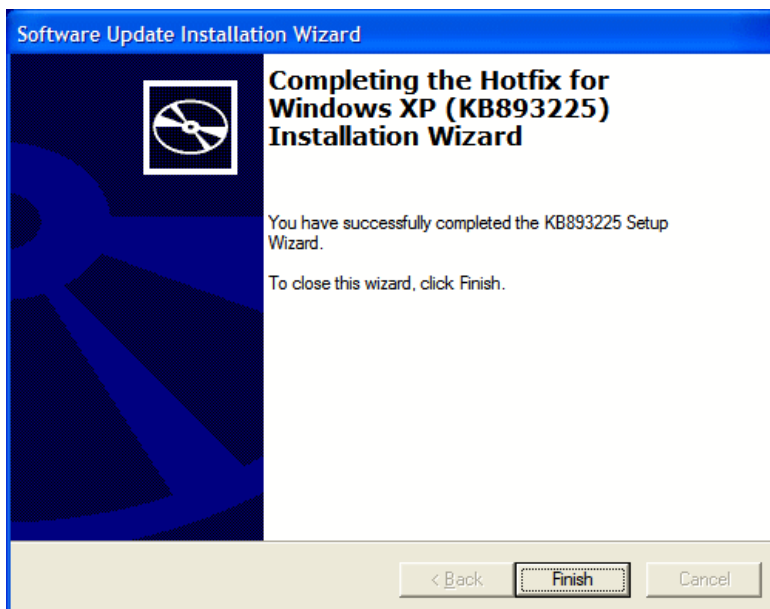


Figure 4.5

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## 5. Common Errors and Troubleshooting

### 5.1 Printer authentication failed.



Figure 5.1

This is a common problem that is caused by a wide variety of reasons, including but not limited to:

1. The computer does not have a network connection and as such it can not communicate with the print server. Restart the network connection and try again.
2. The username or password that was entered into the dialogue box as shown in Figure 3.1 was inputted incorrectly. Click on the **Yes** button and try to sign in again.
3. Your password does not conform to the current password standards of at least 8 characters with 2 non alphabetical symbols. Go to <https://netid.montclair.edu/> and change the password.
4. The password has not propagated through the systems properly. You will need to reset your netid password at: <https://netid.montclair.edu/>
5. The user's netid is not allowed to print to this queue. The client's Department Chair must email CHSSTS with a request to have this user's netid added to the queue.

## 5.2 Office Error #1

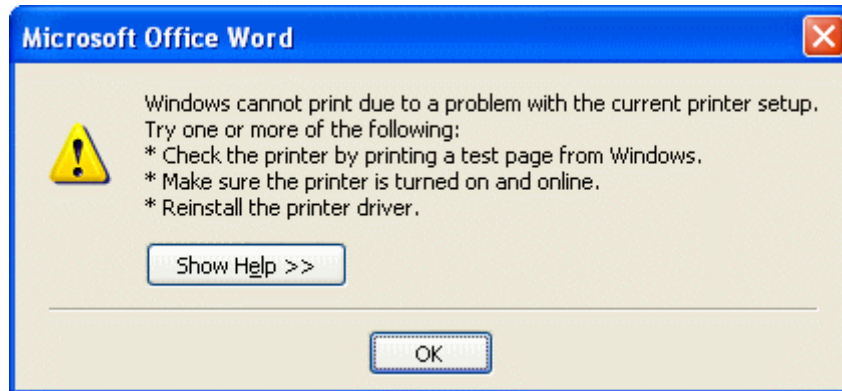


Figure 5.2

There are several known reasons for this error to occur:

1. The machine is using an iPrint client 4.11 and below. Upgrade to 4.15 or later.
2. The program was opened before the computer was authenticated to the printer. Authenticate to the printer and restart the application (make sure to save any documents being worked on).
3. The machine has authenticated to the printer, but the network communication with the server has stopped. Check that the network is working, if it is and you still see the problem, install the latest iPrint client and reboot the computer.

## 5.3 Office Error #2

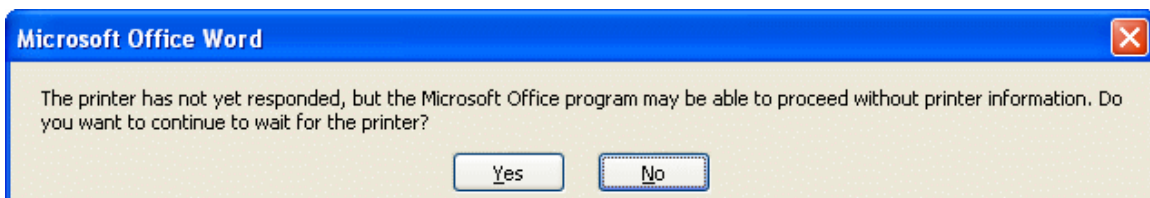


Figure 5.3

Known reasons for the problem:

1. The system patch described in Section 4 of this document has not been applied. Install this patch and the latest client.
2. The client does not have a network connection. Start the network connection and authenticate to the printer.
3. The iPrint client is version 4.11 or below. Install the latest client.

## Appendix A: What Version of Windows Do I Have?

There are two quick ways to determine which version of Windows a computer is running. The first method is to go to Start → Run and type *winver* (see figure A.1 for a description of the output). Note the line that states: *Version 5.1 (Build 2600.xpsp\_sp2\_gdr.050301-1519 : Service Pack 2)*. This information tells us that the machine does have XP Service Pack 2.



Figure A.1

A less cryptic method is to find an icon for *My Computer*, which can usually be found in the *Start Menu* or on the *Desktop*. *Right-click* on the image and choose *Properties*. Under the *General* tab (See figure A.2) you will see some basic information about the computer. Under the label you will clearly see what type of Operating System that the computer is running. In our example we are provided with the following information: the computer is running Microsoft Windows XP Professional, Version 2002, with Service Pack 2 applied to it.

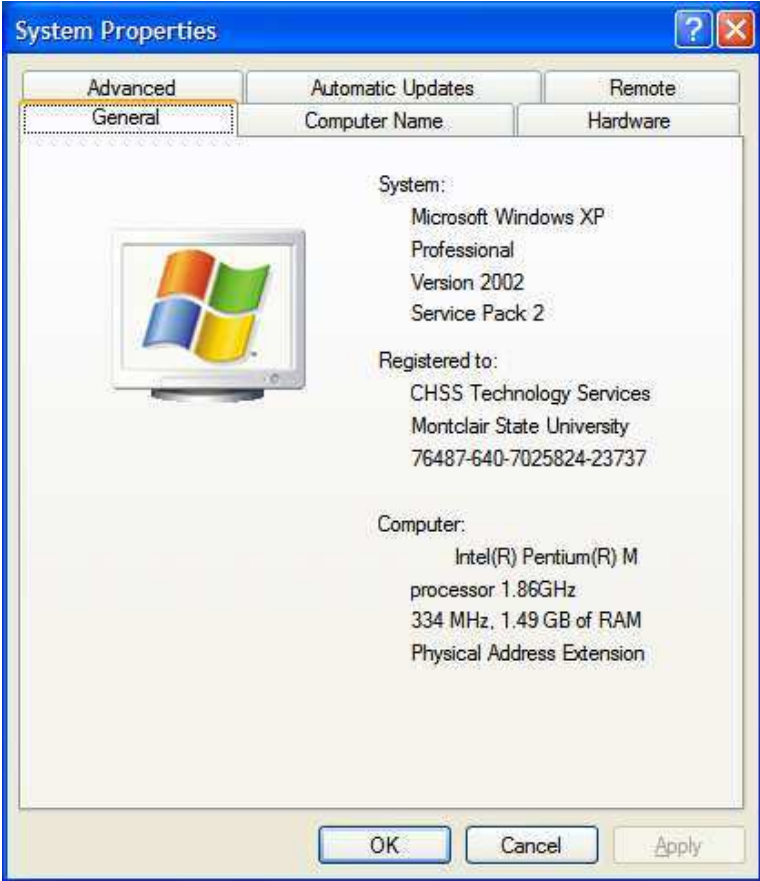


Figure A.2