Print Management On-Premises

Version 2.16

User's Guide

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www.lexmark.com

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Change history

November 2022

- Updated the instructions on the following:
  - Sending print jobs from your mobile device
  - Releasing print jobs from your mobile device

January 2022

- Added information on the following:
  - Active Directory Federation Services (AD FS) login details
  - Dashboard details

June 2021

- Added information on the following:
  - The Guest Print feature
  - Disclaimer dialog

December 2020

- Added information on the following:
  - Dashboard details
  - Printer nickname
  - My Jobs and All Jobs

March 2020

- Added information on the following:
  - Using Print Management Console
  - Copying
  - E-mailing
  - Scanning
  - Configuring printer shares on Macintosh computers

February 2018

- Added information on enforced policies.

June 2017

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

July 2016

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

May 2016

- Initial document release.

Overview

Use the solution to manage jobs in your queue directly from your computer, mobile device, or printer.

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

- **Print Release**—An enterprise-grade printing solution for managing print jobs from the printer, mobile device, or Print Management Console.
- **Lexmark Print**—An application for sending documents and images directly to network-connected Lexmark printers and servers from a mobile device that runs the iOS operating system or Android™ platform. For more information, see the *Lexmark Print User's Guide*.

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

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

Using the Print Management Console

The Print Management Console is the web portal used for Lexmark Print Management. You can view, print, or delete your print jobs, view your policies and quotas, and add delegates. You can also view charts of your print usage in the dashboard.

Accessing the Print Management Console

Note: If you are using the Internet Explorer browser, then use version 11 or later.

1. Open a web browser, and then type either of the following URLs:
   - **http://*hostname*:9780/printrelease/**
   - **https://*hostname*/printrelease/**

   Where ***hostname*** is the host name or IP address of the Print Management server.

   Note: We recommend using **https://** for a secure connection.
2. If necessary, click **OK** on the disclaimer dialog.

   Note: The disclaimer dialog appears only if an administrator has enabled it in the Print Management Console.
3. Log in using your credentials.

Note: In an environment with multiple domains, contact your system administrator for the correct domain.

Using the Print Management Console features

The Print Management Console features include dashboard usages, print queue usages, viewing policies and quotas, and updating of account settings.

Understanding the dashboard

Use the Dashboard feature to view charts that detail your personal print and copy usage. Details can include color, duplex, and pages printed. The actual cards that appear are configured by your administrator.

1. From Print Management Console, click **Dashboard**.
2. Click a chart within a card to view details of a specific usage metric as configured by your administrator.
3. Click , and then click **Export**. The report is exported in CSV format.

Notes:

- You can refresh the list by clicking .
- You can view the depicted total per category by hovering the mouse over any colored area of the chart. Clicking on the aforementioned area will show a detailed list encompassing that selected category. Clicking any area on the chart will update the data table accordingly. For example, clicking the "Deleted" section in the "Printed vs Deleted" card will update the data table to show only the deleted jobs.

However, clicking on the refresh button located on the top right corner of the data table will show a combined list per category.

Understanding the print queue

Use the Print Queue feature to view all submitted jobs that are not yet printed or deleted. Depending on the configuration set by your administrator, the printed jobs may also be shown. For more information, contact your system administrator.

1. From Print Management Console, click **Print Queue**.

   Notes:

   - To filter jobs, click **My Jobs**, and then select **All Jobs** or **My Jobs**.
   - My Jobs are print jobs you have submitted.
   - All Jobs include all your jobs in addition to any jobs, for which you are a delegate.

2. Manage the print jobs.

   - Filter the list by typing the keywords in the Filter field, and then clicking .

     Notes:

     - Do not use special characters or symbols.
     - You can only filter the job name, number of pages, and the site.

   - Refresh the list by clicking .
   - Depending on the configuration set by your administrator, you may be able to delete, delegate, or print submitted jobs. For more information, contact your system administrator.

     Notes:

     - You cannot delegate jobs that are already delegated to you.
     - To view more details about the print job, click the job name.

Viewing policies and quotas

Print policies are predefined settings that are enabled when printing jobs. Quotas are the maximum number of print and copy pages that are allowed within a specified time.

1. From Print Management Console, do either of the following:
   - Click your user name on the upper-right corner of the page, and then click **My Policies**.
   - Click **Print Queue** > **My Policies**.
2. View your enforced policies and remaining quota.

Updating account settings

1. From Print Management Console, click your user name on the upper-right corner of the page, and then click **Edit User Settings**.

   Note: If the Edit User Settings option is not available, then contact your system administrator

2. Do any of the following:
   - Update the delegates of future print jobs. From the “Delegate jobs to” field, type a user name.

     Notes:

     - New delegates can see and release all future print jobs.
     - Delegates of jobs that are already submitted are not affected. To update the delegates of existing jobs, select **Update the delegate for existing print jobs**.
   - Update your default printer. From the Printer IP Address field, type the IP address of your printer.
   - Update the printer nickname. Print jobs from the Print Queue in Print Management Console are sent to the default printer unless you choose a different printer for that specific job. The printer nickname is a friendly name for the default printer and displayed in the print dialog as a hint.
3. Click **Save**.

Using the printer applications

Registering a badge

1. From the printer, do either of the following:
   - If the printer home screen is locked, then tap or swipe your badge on the badge reader.
   - If the printer home screen is unlocked, then touch **Print Release**, and then tap or swipe your badge on the badge reader.
2. When prompted that the badge is not registered, tap **Next**.
3. Enter your credentials.
4. When prompted that the badge is successfully registered, tap **Next**.

Logging in to the printer

1. From the printer, do one of the following:

   Note: If the printer home screen is unlocked, then touch **Print Release**.

   ### Log in using a badge

   Tap or swipe your badge on the badge reader.

   ### Log in manually

   a. Touch **Manual Login**.

   b. Type your credentials.

   ### Log in using a PIN

   a. Touch **PIN Login**.

   b. Type your PIN.

   Note: Depending on your configuration, touch ⋮ to register or change a PIN.

   ### Log in using a user name and PIN

   a. Touch **PIN Login**.

   b. Type your user name and PIN.

   Note: Depending on your configuration, touch ⋮ to register or change a PIN.
2. If necessary, touch **Log In**.

Guest Print

Guest Print is a feature of LPM Premise that allows guests to print documents without requiring access to the corporate network. The guest composes an e-mail from virtually any e-mail client, attaches the document they wish to print, and sends it to a predefined e-mail address.

An administrator or an organization’s representative provides the e-mail address that the guest can send their documents to. On sending the e-mail to the specified e-mail address, the guest receives a confirmation e-mail with a PIN.

After receiving the PIN through e-mail, the guest may proceed to the printer specified by the organization's representative, and perform the following steps:.

1. Touch **Guest Print**.
2. Enter the guest PIN.
3. Select the print job, and touch **Print Selected**.

   Notes:

   - If you send multiple print jobs, then all those print jobs are listed.
   - Separate e-mails will be represented as individual print jobs.
   - Each e-mail is represented as a single print job irrespective of the number of attachments.
   - Without any e-mail attachment, body of the e-mail is printed.

Making copies

1. Load an original document into the ADF tray or on the scanner glass.

   Note: To avoid a cropped image, make sure that the original document and output have the same paper size.
2. From the home screen, touch **Copy**.

   Note: If necessary, enter your credentials.
3. Specify the number of copies.

   Note: If necessary, adjust the copy settings.
4. Copy the document.

Note: To make a quick copy, from the control panel, press .

Sending scanned documents using e-mail

Using the printer home screen

1. Load an original document into the ADF tray or on the scanner glass.
2. From the home screen, touch **E-mail**.

   Note: If necessary, enter your credentials.
3. Enter the appropriate information.

   Notes:

   - You can also enter the recipient using the address book or shortcut number.
   - Depending on the printer configuration, your e-mail address may populate automatically in the recipient field.

4 If necessary, configure the output file type settings.

5 Send the e-mail.

Using the shortcut number

1 From the control panel, press **#**, and then enter the shortcut number using the keypad.

2 Send the e-mail.

Sending scanned documents using fax

Using the printer home screen

1 Load the original document into the ADF tray or on the scanner glass.

2 From the control panel, select **Fax**.

Note: If necessary, enter your credentials.

3 Enter the appropriate information.

4 If necessary, configure other fax settings.

5 Fax the document.

Using the computer

For Windows users

1 From the document that you are trying to fax, open the Print dialog box.

2 Select the printer, and then click **Properties**, **Preferences**, **Options**, or **Setup**.

3 Click **Fax** > **Enable fax**, and then enter the recipient number.

4 If necessary, configure other fax settings.

5 Fax the document.

For Macintosh users

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

2 Select the printer, and then enter the recipient number.

3 If necessary, configure other fax settings.

4 Fax the document.

Scanning documents to a network shared folder

1. Load an original document into the ADF tray or on the scanner glass.

   Note: For more information, see the printer *User's Guide*.

2. From the home screen, touch **ScanToNetwork**.

   Note: If necessary, enter your credentials.

3. Type the file name, and then tap **Next**.
4. If necessary, change the scan settings.
5. Tap **Send**.

Releasing print jobs using the Print Release application

Note: Depending on your configuration, first-time users may be prompted to register their badge. For more information, see “Registering a badge” on page 10. If automatic print release is configured, then users only have to tap the badge on the badge reader to release all jobs.

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

   Notes:

   - If necessary, enter your credentials.
   - If prompted, select a user.
   - If you are a delegate for someone who has print jobs available to release, you will be prompted to select which user's jobs to release.

2. Select one or more print jobs.
3. Print the jobs.

Printing files

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

Adding a print release queue on Mac computers

Note: Contact your system administrator for the preferred method.

1. From your Mac computer, open the System Preferences window, and then click **Print & Scan**.

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

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

Use Line Printer Daemon

This method shares a printer on the server, and then the client Macintosh prints to it using the Line Printer Daemon (LPD) protocol.

a. Click **IP**, and then enter the server IP address.

b. In the Protocol menu, select **Line Printer Daemon – LPD**.

c. In the Queue field, enter the printer share name.

d. In the Use menu, select **Select Printer Software**, and then select a print driver.

Use Samba share

This method shares a printer on the server, and then the client Mac computer connects to the shared printer as a Samba share.

a. Press the control key, right-click the window toolbar, and then click **Customize Toolbar**.

b. Drag ⚙ to the toolbar, and then click **Done**.

c. Click ⚙ > **Type** > **Windows Printer via spools**.

d. Enter the smb:// URL with an IP address or server name and the printer share name. For example, **`smb://10.1.2.3/PrintReleaseShareName`**.

e. In the Use menu, select **Select Printer Software**, and then select a print driver.

Use AirPrint

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

Select a printer with the AirPrint software feature.

3. In the Filter field, do either of the following:
   - For Line Printer Daemon or Samba, type **`Lexmark`**, and then select either of the following:
     - **Lexmark Generic Laser Printer Color**
     - **Lexmark Generic Laser Printer Mono**

- For AirPrint, select **Secure AirPrint**.

4 Click **Add** > **OK**.

Sending print jobs from your computer

Notes:

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

1 Open a file or an image.

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

3 Click **Print**.

Sending print jobs through e-mail

You can submit jobs through e-mail from a computer or your mobile device. To obtain the print queue server e-mail address, contact your system administrator.

To submit a job, forward or send an e-mail from your corporate e-mail account to the print queue server e-mail address. The e-mail subject is used as the name of the print job. Attach the documents you want to add to your print queue. The supported attachment types are PDF, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and image files.

When the print job is released, the message body and all attachments associated with the e-mail are printed.

To control the print options, the following values can be entered at the end of the subject:

Option	Value	Notes
Copies	**/c#**	The **#** symbol indicates the number of copies. If a value greater than the Print Max Copies solution setting is entered, then the maximum value is used.
Duplex	**/d**	This setting prints the document in duplex. **Note:** This option may not work on some non-Lexmark printers.
Hole Punch	**/h**	If the printer has a hole punch finisher, then this setting uses the hole punch feature. **Note:** This option does not work on non-Lexmark printers.
No Attachments	**/na**	Only the message body is printed, and the attachments are ignored. This setting has no effect when the Print Attachments solution setting is set to **Always**.
No Body	**/nb**	Only the attachments are printed, and the message body is ignored. This setting has no effect when the Print Body solution setting is set to **Always**.
No Duplex	**/nd**	The document is printed one-sided. This setting has no effect when the Print Duplex solution setting is set to **Always**.
Print Attachments	**/pa**	This setting lets you print attachments in the e-mail. This setting has no effect when the Print Attachments solution setting is set to **Never**.

Option	Value	Notes
Print Body	**/pb**	This setting lets you print the message body in the e-mail. This setting has no effect if the Print Body solution setting is set to **Never**.
Staple	**/s**	If the printer has a staple finisher, then this setting uses the staple feature. **Note:** This option does not work on non-Lexmark printers.
Mono	**/m**	The document is printed in monochrome.

See the following examples:

Subject	Result
printerid /c2 /d	Prints two duplexed copies
printerid /nb	Prints only the attachment
printerid /d /s	Staples and duplexes the message body and each attachment
printerid /na	Prints only the message body

Sending print jobs from the Google Chrome browser

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

1. From the Google Chrome browser, open a file, image, or web page.
2. Select the print option, and then select **LPM Premise for Google Chrome**.
3. If necessary, change the print settings.
4. Click **Print**.

Sending print jobs from your mobile device

These instructions apply to mobile devices that run the iOS operating system or Android platform. For more information on the Lexmark Print application, see the *Lexmark Print User's Guide*.

1. Launch the Lexmark Print application.
2. From the application home screen, select a source, and then select one or more files.

   Note: If prompted, allow the application to access the camera and the storage.
3. Select a print management server.

   Note: If prompted, log in to the server.
4. If necessary, change the print settings.
5. Tap **PRINT**.

Releasing print jobs using Print Management Console

1. From Print Management Console, click **Print Queue**.
2. Select one or more jobs, and then click **Print**.
3. Do either of the following:
   - Select **Default printer**.
   - Select **Choose a different printer**, and then from the Printer IP Address field, enter the IP address of your printer.

     Note: If necessary, select **Make this my default printer**, and then type the printer nickname.
4. Click **OK**.

Releasing print jobs from your mobile device

These instructions apply to mobile devices that run the iOS operating system or Android platform.

1. Launch the Lexmark Print application.
2. From the application home screen, tap **My Jobs**.
3. Select one or more jobs, and then tap **PRINT**.
4. Select a printer.
5. If necessary, change the print settings.
6. Tap **PRINT**.

Troubleshooting

Cannot load the web portal properly

Try one or more of the following:

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

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

Make sure that the URL is correct

Use either of the following:

- **`http://`*`hostname`*`:9780/printrelease`**
- **`https://`*`hostname`*`/printrelease`**

Where ***`hostname`*** is the host name or IP address of the Print Management server.

Note: We recommend using **`https://`** for a secure connection.

Cannot log in to the web portal

Try one or more of the following:

Make sure that the user credentials are correct

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

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

Contact your LDAP administrator

Cannot find users

Contact your Lexmark Print Management administrator

Cannot find jobs

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

Contact your administrator

Print jobs do not appear in the print queue

Try one or more of the following:

Make sure that the user credentials are correct

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

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

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

For more information, contact your administrator.

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

For more information, contact your administrator.

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

For more information, contact your administrator.

Server is offline

Contact your system administrator

Notices

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