

Print from SharePoint

Version 1.0

Administrator's Guide

August 2016

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Change history

August 2016

- Initial document release for single-function printers with a tablet-like touch-screen display

Overview

Use the application to print documents saved in Microsoft SharePoint servers.

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

Deployment readiness checklist

- You have any of the following SharePoint servers:
 - SharePoint Server 2013
 - SharePoint Server 2010
 - SharePoint Server 2007

- SharePoint URL (URL of the site collection)

- You have one of the following information to configure NT LAN Manager (NTLM) authentication:
 - For default credentials, you need the default user name and password.
 - For session credentials, you need the login credentials depending on the function access control assigned to the application.

- You have the following information to configure Kerberos authentication:
 - KDC address

 - KDC port number

 - Realm

Configuring the SharePoint server settings

You may need administrative rights to configure the application.

Before you begin, make sure that you have access to Windows Internet Information Services (IIS) Manager and the SharePoint Central Administration site.

The following instructions are applicable only to SharePoint 2013 and SharePoint 2010. A working knowledge of SharePoint is preferred.

Enabling authentication types

You can use NT LAN Manager (NTLM) or Kerberos to authenticate users when accessing the application.

- 1 From the SharePoint server, launch the SharePoint Central Administration site, and then click **Application Management > Manage web applications**.
- 2 Select the Web application, and then click **Authentication Providers > Default**.
- 3 From the Claims Authentication Types section, select **Enable Windows Authentication** and **Integrated Windows authentication**.
- 4 From the drop-down menu, select **NTLM** or **Negotiate (Kerberos)**.
Note: If Negotiate (Kerberos) is selected and Kerberos is not configured, then NTLM is used.
- 5 Click **Save**.

Configuring site bindings

Site binding lets you access a site using a different protocol, such as HTTP or HTTPS. NTLM and Kerberos authentication support both HTTP and HTTPS URLs.

- 1 From the SharePoint server, launch the Internet Information Services (IIS) Manager.
- 2 From the Connections pane, expand the server name.
- 3 Expand **Sites**, and then click the Web application name.
- 4 From the Actions pane, click **Bindings**.
- 5 If necessary, add HTTP and HTTPS bindings.
 - For HTTP, use port 80.
 - For HTTPS, use port 443, and then select a Secure Sockets Layer (SSL) certificate.
- 6 Click **OK**.

Configuring SSL settings

The application supports HTTP and HTTPS URLs. HTTPS uses an SSL certificate to establish secure connection between the printer and the SharePoint server. Access the Internet Information Services (IIS) Manager to specify how the SSL certificate is used depending on your authentication type.

- 1 From the SharePoint server, launch the Internet Information Services (IIS) Manager.
- 2 From the Connections pane, expand the server name.
- 3 Expand **Sites**, and then click the Web application name.
- 4 From the IIS section, double-click **SSL Settings**.
- 5 Configure the SSL settings.

Note: If you select **Require SSL**, then only HTTPS is supported.

Some SharePoint server SSL settings are not supported depending on your authentication type. A check mark indicates a supported SSL configuration.

Authentication type	Embedded Web Server SSL settings	SharePoint server settings		
		Ignore	Accept	Required
NTLMv1	Disabled	✓	X	X
	Ignore User Certificates	✓	X	X
	Provide User Certificates	✓	X	X
NTLMv2	Disabled	✓	X	X
	Ignore User Certificates	✓	X	X
	Provide User Certificates	✓	X	X
Kerberos	Disabled	✓	X	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	X	X	X
Smart Card Authentication Client	Disabled	✓	X	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	✓	✓	✓

Note: For more information on configuring SSL and client certificates for Smart Card Authentication Client, see the *Smart Card Authentication Client Administrator's Guide*.

- 6 From the Actions pane, click **Apply**.

Configuring alternate access mapping

For the application to show the files in the SharePoint URL only, make sure that the alternate access mapping is properly configured in the SharePoint server. Alternate access mapping allows the SharePoint URL to be associated with a public URL that is externally accessible. If the application is not properly configured, then it shows all the document libraries, folders, and files of the root URL.

- 1** From the SharePoint server, launch the SharePoint server Central Administration site, and then locate **Configure alternate access mappings**.
- 2** If necessary, from the Alternate Access Mapping Collection menu, click **Show All > Change Alternate Access Mapping Collection**, and then click the Web application name.
- 3** Assign the SharePoint URL to its corresponding Public URL zone.
 - a** Add or edit an internal URL.
 - b** Type the SharePoint URL, and then select a zone.
 - c** Click **Save**.

Configuring 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.

Configuring NTLM authentication

Before you begin, make sure that NTLM authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 6](#).

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > **Print from SharePoint** > **Configure**

- 2 Add or edit a profile.

- 3 From the Authentication section, set the authentication type to **NTLM** or **NTLMv2**.

Notes:

- If your SharePoint server is running on Windows Server® 2008 R2 or later, then select **NTLMv2**.
- If your SharePoint server is running on Windows Server 2008 or earlier, then select **NTLM**.

- 4 Specify how SSL is used to connect to the SharePoint server. For more information, see [“Configuring SSL settings” on page 7](#).

- 5 From the NTLM Settings section, do one of the following:

- If you selected **Use default credentials**, then type the default user name and password.
- If you selected **Use session credentials**, then the application uses the assigned function access control user credentials. For example, Internal Accounts, LDAP, or Active Directory.
- If you selected **Prompt for user credentials**, then you will be prompted for the assigned function access control user credentials.

- 6 Click **Apply**.

Configuring Kerberos authentication

Before you begin, make sure that Kerberos authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 6](#).

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

Apps > **Print from SharePoint** > **Configure**

- 2 Add or edit a profile.

- 3 From the Authentication section, set the authentication type to **Device Security**.

- 4 Specify how SSL is used to connect to the SharePoint server. For more information, see [“Configuring SSL settings” on page 7](#).
- 5 Click **Apply**.

Configuring the Kerberos settings

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, click **Add Login Method > Kerberos**.
- 3 Type the KDC address, KDC port number, and realm.
Note: Type the realm in uppercase.
- 4 Click **Save and Verify**.

Configuring the access control

- 1 From the Embedded Web Server, click **Settings > Security > Login Methods**.
- 2 From the Network Accounts section, click **Manage Permissions** beside Kerberos.
- 3 Expand **Apps**, and then select **Print from SharePoint**.
- 4 Click **Save**.

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 **Print from SharePoint**.
- 4 Click **Save**.

Configuring SharePoint settings

- 1 From the Embedded Web Server, navigate to the configuration page for the application:
Apps > Print from SharePoint > Configure
- 2 Add or edit a profile.
- 3 From the SharePoint Settings section, type the SharePoint URL.
Note: Exclude the default page of the site, document libraries, or folders. For example, to add **http://SharePointURL/Docs/default.aspx**, type **http://SharePointURL/Docs**.
- 4 Type the URL scheme for My Site.
Use **%s** for the SharePoint URL and **%u** for the user ID variable. For example, if the My Site URL is **http://SharePointURL/personal/user1**, where:
 - **http://SharePointURL** is the SharePoint URL.
 - **personal** is the path name.
 - **user1** is the user ID.

Then the scheme is **%s/personal/%u**.

- 5 In the Filtered Locations field, type the names of the document libraries that you want to hide on the printer display, separated by commas.

Note: The list of document libraries are shown on the left side of the printer display. For some printer models, you may need to touch  to view the document libraries.

- 6 In the Default Start Location field, type the name of the document library that you want to appear by default when you launch the application.

Note: You can also use the sites listed on the left side of the printer display as the default start location.

- 7 Click **Apply**.

Customizing the application icon

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

Apps > Print from SharePoint > Configure

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

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


- 3 Click **Apply**.

Using the application

Printing documents


- 1 From the home screen, touch the application profile icon.
- 2 If prompted, enter your credentials.
- 3 Navigate to the document library or folder where your document is saved.

Notes:

- To open your personal site or folder, touch **My Site**. Depending on the default start location, you may need to scroll up to locate My Site.
- To view either the files and folders or the files only, touch  > **Filter**.

- 4 Touch the file name.

Notes:

- To view the file information, touch .
- Unsupported files may not print properly. For the list of supported file types, see the *Readme* file.

- 5 Touch **Print**.

Note: The screen timeout is disabled when printing is ongoing.

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**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.
 - c Generate the log file.
- 3 Analyze the log, and then resolve the problem.

Note: After resolving the problem, set the logging level to **No**.

Limit the number of profiles

You may encounter problems if there are too many profiles. If the printer memory is 2GB, then we recommend creating only up to 80 profiles.

Contact your sales representative

If you still cannot resolve the problem, then contact your sales representative.

Cannot connect to the SharePoint server

Try one or more of the following:

Make sure that the application settings match the SharePoint server settings

For more information, see [“Configuring SharePoint settings” on page 10](#).

Make sure that the printer is connected to the network

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

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**, and then do the following:
 - a Clear the log file.
 - b Set the logging level to **Yes**.
 - c Generate the log file.

- 3 Analyze the log, and then resolve the problem.

Note: After resolving the problem, set the logging level to **No**.

Make sure that you have access rights to the SharePoint URL

- 1 Open a Web browser, and then type the SharePoint URL.
- 2 Log in using an administrator account.

Note: If you do not have an administrator account, then contact your SharePoint administrator.

- 3 From the landing page, click the settings icon, and then click **Site Settings**.
- 4 From the Users and Permissions section, click **Site Permissions** > **Check Permissions**.
- 5 Type your user name.
- 6 Click **Check Now**.

Note: If you have Read or View Only access, then contact your SharePoint administrator to change your permission level.

Contact your sales representative

If you still cannot resolve the problem, then contact your sales representative.

Cannot authenticate user

Try one or more of the following:

Make sure that the application settings match the SharePoint server settings

For more information, see [“Configuring SharePoint settings” on page 10](#).

Make sure that you specify the correct credentials

Make sure that you have access rights to the SharePoint URL

- 1 Open a Web browser, and then type the SharePoint URL.
- 2 Log in using an administrator account.

Note: If you do not have an administrator account, then contact your SharePoint administrator.

- 3 From the landing page, click the settings icon, and then click **Site Settings**.
- 4 From the Users and Permissions section, click **Site Permissions** > **Check Permissions**.
- 5 Type your user name.
- 6 Click **Check Now**.

Note: If you have Read or View Only access, then contact your SharePoint administrator to change your permission level.

Contact your sales representative

If you still cannot resolve the problem, then contact your sales representative.

Cannot access My Site

Try one or more of the following:

Make sure that you specify the correct URL scheme for My Site in the configuration page for the application

For more information, see [“Configuring SharePoint settings” on page 10](#).

Make sure that My Site is configured properly in the SharePoint server

For more information, contact your SharePoint administrator.

Cannot access or find a site on the list

Try one or more of the following:

Make sure that the application settings match the SharePoint server settings

For more information, see [“Configuring SharePoint settings” on page 10](#).

Make sure that you have access to the SharePoint server and have proper site permission

For more information, contact your SharePoint administrator.

Make sure that the SharePoint URL is properly mapped to the public URL

For more information, see [“Configuring alternate access mapping” on page 8](#).

Make sure that all subsites are listed in the site collection

- 1 From the SharePoint server, launch the SharePoint Central Administration site, and then click **Application Management > Site Collections > View all site collections**.
- 2 Confirm that your site is on the list.

Note: You need administrative rights to add a site. To change your permission level, contact your SharePoint administrator.

Contact your sales representative

If you still cannot resolve the problem, then contact your sales representative.

Cannot print documents

Try one or more of the following:

Make sure that the PDF file is not encrypted

Make sure that you have access rights to the SharePoint URL

- 1** Open a Web browser, and then type the SharePoint URL.
- 2** Log in using an administrator account.

Note: If you do not have an administrator account, then contact your SharePoint administrator.

- 3** From the landing page, click the settings icon, and then click **Site Settings**.
- 4** From the Users and Permissions section, click **Site Permissions > Check Permissions**.
- 5** Type your user name.
- 6** Click **Check Now**.

Note: If you have Read or View Only access, then contact your SharePoint administrator to change your permission level.

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