

Print from SharePoint

Administrator's Guide

August 2016

Contents

- Overview..... 3**
- Deployment readiness checklist.....4**
- Configuring the SharePoint server settings.....5**
 - Enabling authentication types..... 5
 - Configuring site bindings.....5
 - Configuring SSL settings..... 6
 - Configuring alternate access mapping..... 7
- Configuring the application.....8**
 - Adding or editing a profile.....8
 - Configuring NTLM authentication..... 8
 - Configuring Kerberos authentication..... 9
 - Configuring SharePoint settings..... 10
 - Customizing the application icon.....10
 - Exporting or importing a configuration file..... 11
- Using the application.....12**
 - Printing documents.....12
- Troubleshooting.....13**
 - Application error..... 13
 - Cannot connect to the SharePoint server.....13
 - Cannot authenticate user.....14
 - Cannot access My Site.....15
 - Cannot access or find a site on the list.....15
 - Cannot print documents.....16
 - Domain controller and device clocks are out of sync..... 16
- Notices..... 18**
- Index..... 27**

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

Make sure that:

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

- You have the 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

The following instructions are applicable only to SharePoint 2013 and SharePoint 2010.

Before you begin, make sure that:

- You have access to the Windows Internet Information Services (IIS) Manager and the SharePoint Central Administration site.
- The SharePoint server settings are configured properly so that the features and authentication methods work properly with the application.

Enabling authentication types

Note: These settings are applicable to SharePoint On-Premise servers only.

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

Before you configure the authentication settings in the printer Embedded Web Server, make sure that the authentication type is enabled in the SharePoint server.

- 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 Do any of the following:

Enable NTLM authentication

- a From the Claims Authentication Types section, select **Enable Windows Authentication** and **Integrated Windows authentication**.
- b From the drop-down menu, select **NTLM**.

Enable Kerberos authentication

- a From the Claims Authentication Types section, select **Enable Windows Authentication** and **Integrated Windows authentication**.
- b From the drop-down menu, select **Negotiate (Kerberos)**.

Note: If this option is selected and Kerberos is not configured, then NTLM is used.

- 4 Click **Save**.

Configuring site bindings

Site binding allows you to access a site using different protocols 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. Use port 80 for HTTP, and port 443 for HTTPS.

Note: If you are configuring HTTPS, then select the SSL certificate.

6 Click **OK**.

Configuring SSL settings

The application supports HTTP and HTTPS URLs. HTTPS uses a Secure Sockets Layer (SSL) certificate to establish a 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** Log in to the SharePoint server.
- 2** From the computer, launch the Internet Information Services (IIS) Manager.
- 3** From the Connections pane, expand the server name.
- 4** Expand **Sites**, and then click the Web application name.
- 5** From the IIS section, double-click **SSL Settings**.
- 6** 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
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	✓	X	X
Kerberos	Disabled	✓	✓	X
	Ignore User Certificates	✓	✓	X
	Provide User Certificates	X	X	X

Authentication type	Embedded Web Server SSL settings	SharePoint server settings		
		Ignore	Accept	Required
Smart Card Authentication Client	Disabled	✓	✓	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*.

7 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 not properly configured, then the application shows all the document libraries, folders, and files of the root URL.

- 1 Log in to the SharePoint server.
- 2 From the computer, launch the SharePoint server Central Administration site, and then locate **Configure alternate access mappings**.
- 3 If necessary, from the Alternate Access Mapping Collection menu, navigate to:
Change Alternate Access Mapping Collection > the Web application name
- 4 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

Adding or editing a profile

- 1 Open a Web browser, and then type the printer IP address.
Note: Locate the IP address on the printer home screen.
- 2 Click **Settings** or **Configuration**.
- 3 Depending on your printer model, do one of the following:
 - Click **Apps > Apps Management**.
 - Click **Device Solutions > Solutions (eSF)**.
 - Click **Embedded Solutions**.
- 4 Select the application from the list, and then click **Configure**.
- 5 From the Profile section, add or edit a profile.
- 6 Configure the settings.

Notes:

- For information on configuring NTLM authentication, see [“Configuring NTLM authentication” on page 8](#).
- For information on configuring Kerberos authentication, see [“Configuring Kerberos authentication” on page 9](#).
- For information on configuring the SharePoint settings, see [“Configuring SharePoint settings” on page 10](#).

- 7 Apply the changes.

Configuring NTLM authentication

Note: Make sure that NTLM authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 5](#).

- 1 Add or edit a profile.
- 2 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**.

- 3 Specify how SSL is used to connect to the SharePoint server.

Note: For more information, see [“Configuring SSL settings” on page 6](#).

- 4 Select which credentials to use to connect to the SharePoint server.
 - If you select **Use default credentials**, then type the default user name and password.
 - If you select **Use session credentials**, then the application automatically uses the assigned function access control credentials. For example, Internal Accounts, LDAP, or Active Directory.

- If you select **Prompt for user credentials**, then you are prompted for the assigned function access control credentials.

5 Click **Apply**.

Configuring Kerberos authentication

Note: Make sure that Kerberos authentication is enabled in the SharePoint server. For more information, see [“Enabling authentication types” on page 5](#).

- 1 Add or edit a profile.
- 2 From the Authentication section, set the authentication type to **Kerberos**.
- 3 Specify how SSL is used to connect to the SharePoint server.
Note: For more information, see [“Configuring SSL settings” on page 6](#).
- 4 Click **Apply**.

Configuring the Kerberos settings

- 1 Open a Web browser, and then type the printer IP address.
Note: Locate the IP address on the printer home screen.
- 2 From the Embedded Web Server, click **Settings > Security > Security Setup**.
- 3 From the Advanced Security Setup section, click **Kerberos 5**.
- 4 From the Simple Kerberos Setup section, type the KDC address, KDC port number, and realm.
Note: Type the realm in uppercase.
- 5 Click **Submit**.

Creating a security template

- 1 Open a Web browser, and then type the printer IP address.
Note: Locate the IP address on the printer home screen.
- 2 From the Embedded Web Server, click **Settings > Security > Security Setup**.
- 3 From the Advanced Security Setup section, click **Security Template > Add a Security Template**.
- 4 Type the security template name.
- 5 Set Authentication Setup to **Kerberos Building Block**.
- 6 Click **Save Template**.

Configuring the access control

- 1 Open a Web browser, and then type the printer IP address.
Note: Locate the IP address on the printer home screen.
- 2 From the Embedded Web Server, click **Settings > Security > Security Setup**.
- 3 From the Advanced Security Setup section, click **Access Controls > Device Apps**.

- 4 In the Print from SharePoint menu, select the Kerberos security template that you created.
- 5 Click **Submit**.

Configuring SharePoint settings

- 1 Add or edit a profile.
- 2 From the SharePoint Settings section, type the SharePoint URL.
Note: Exclude the default page of the site, document libraries, or folders when typing the URL. For example, to add **https://SharePointURL/Docs/default.aspx**, type **https://SharePointURL/Docs**.
- 3 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**.
- 4 In the Filtered Locations field, type the names of the document libraries that you want to hide on the printer display, separated by commas.
- 5 In the Default Start Location field, type the name of the document library or subsite that you want to appear when you launch the application.
Notes:
 - The specified default start location must not be a filtered location.
 - If a subsite and a document library have the same name, then the application uses the subsite as the default start location.
 - Subsite names are case sensitive. Make sure to type the subsite name with the correct capitalization.
- 6 In the Personal Site Use menu, select how personal sites are used by the application.
 - **Include Personal Sites**—Users can access their own personal site and the shared document libraries.
 - **Only Allow Personal Sites**—Users can see only their own personal site.
 - **Not Using Personal Sites**—The My Site button is unavailable, and users can see only the shared document libraries.
- 7 Click **Apply**.

Customizing the application icon

- 1 Add or edit a profile.
- 2 From the Home Screen section, specify the text and image that you want to appear on your home screen.
Note: Some applications require changing the settings from the profile page.
- 3 Click **Apply**.

Exporting or importing a configuration file

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

Note: Locate the IP address on the printer home screen.

2 Click **Settings** or **Configuration**.

3 Depending on your printer model, do one of the following:

- Click **Apps > Apps Management**.
- Click **Device Solutions > Solutions (eSF)**.
- Click **Embedded Solutions**.

4 Select the application from the list, and then click **Configure**.

5 Export or import the configuration file.

Notes:

- Profiles created using version 3.0.x or earlier are not supported in version 4.0.x of the application.
- If a **JVM Out of Memory** error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the Web browser, and then 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.
Note: To open your personal site or folder, touch **My Site** from the navigation bar.
- 4 Select a document, and then print it.

Notes:

- For the list of supported file types, see the *Readme* file.
- For unsupported file types, you can only view the information.

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 that you create

You may encounter problems if there are too many profiles. If the printer memory is less than 1GB, then it is recommended that you create only up to 24 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 7](#).

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.

Domain controller and device clocks are out of sync

Make sure that the time difference between the printer and the domain controller does not exceed five minutes

When using Kerberos authentication, make sure that the time difference between the printer and the domain controller does not exceed five minutes. You can manually update the date and time settings or use the Network Time Protocol (NTP) to sync the time with the domain controller automatically.

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

Note: Locate the IP address on the printer home screen.

- 2 Click **Settings** or **Configuration**.
- 3 Click **Security > Set Date and Time**.

Using manual settings

Note: Configuring the manual settings disables NTP.

- a From the Set Date and Time section, in the Manually Set Date & Time field, enter the appropriate date and time.
- b Select the appropriate time zone.

Using NTP

- a From the Network Time Protocol section, select **Enable NTP**, and then type the IP address or host name of the NTP server.
- b If the NTP server requires authentication, then select **MD5 key** in the Authentication menu.

- c** Click **Install MD5 key**, and then browse to the file containing the NTP authentication credentials. Click **Submit**.
- 4** Submit the changes.

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Index

A

- adding profiles 8
- alternate access mapping
 - configuring 7
- application error 13
- application icon
 - customizing 10
- authentication settings
 - configuring 8, 9
- authentication types
 - enabling 5

C

- cannot access My Site 15
- cannot access site 15
- cannot authenticate user 14
- cannot connect to the SharePoint server 13
- cannot print documents 16
- checklist
 - deployment readiness 4
- clocks out of sync 16
- configuration file
 - exporting or importing 11
- configuring alternate access mapping 7
- configuring Kerberos authentication 9
- configuring NTLM authentication 8
- configuring settings
 - Kerberos authentication 9
 - NTLM authentication 8
 - SharePoint 10
- configuring site bindings 5
- configuring SSL settings 6
- customizing the application icon 10

D

- deployment readiness checklist 4
- documents
 - printing 12
- domain controller and device clocks are out of sync 16

E

- editing profiles 8
- enabling authentication types 5
- exporting a configuration file 11

H

- home screen icon
 - customizing 10

I

- importing a configuration file 11

K

- Kerberos authentication
 - configuring settings 9
 - enabling 5

N

- NTLM authentication
 - configuring settings 8
 - enabling 5

O

- overview 3

P

- printing documents 12
- profiles
 - adding 8
 - editing 8

S

- SharePoint
 - configuring settings 10
- site bindings
 - configuring 5
- site does not appear on the list 15
- SSL settings
 - configuring 6

T

- troubleshooting
 - application error 13
 - cannot access My Site 15

- cannot access site 15
- cannot authenticate user 14
- cannot connect to the SharePoint server 13
- cannot print documents 16
- clocks out of sync 16
- domain controller and device clocks are out of sync 16
- site does not appear on the list 15