PrinterOn PrintConnect

Installation and Configuration Guide

Contents

1

Introduction

This guide describes how to install and manage the PrinterOn PrintConnect.

This document assumes that you have some familiarity with network configuration, including setting IP addresses, and working with DNS and DHCP servers, and proxy servers. If you need assistance in this area, please consult your network administrator or your PrinterOn reseller.

The PrinterOn PrintConnect is a compact, plug-and-print network device that provides easy and quick deployment of PrinterOn printing solutions at your location. Once installed on your network, the PrintConnect auto-configures itself from the PrinterOn web site. Print jobs are securely downloaded from the PrinterOn web site and delivered to your printers. Users can release their print jobs using the PrintValet keypad device or the privacy release web pages.

The PrintConnect uses an embedded version of PrinterOn's Print Delivery Station (PDS), which collects print jobs and releases them to your printers. You can manage the PrintConnect PDS software via a web page interface.

1.1 Installation requirements

Ensure that you have everything required to complete the installation:

- PrintConnect device v3.0
- PrintConnect Configuration Key, a 12-character alphanumeric string, found on a label on the PrintConnect packaging and accessible via a connected PrintValet keypad
- PrintValet keypad v2.0 (included with your PrintConnect)
- Ethernet network cable
- your printer(s) and the required connectors/cabling

> **Note:** You will also need the IP address of your printer(s) to successfully configure the PrintConnect. For more information, see Determining the IP address of your printer(s).

- (optional) USB flash drive for manual configuration of PrintConnect

> **Note:** PrintConnect supports multiple printers but only one of these can be a USB-connected printer.

1.2 The PrintConnect unit

Front:
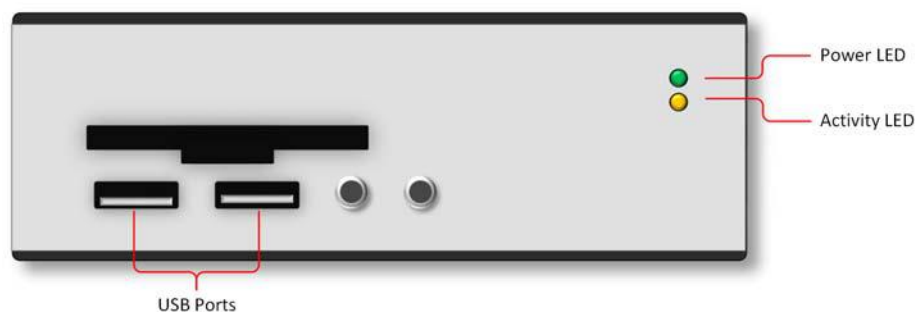
Back:
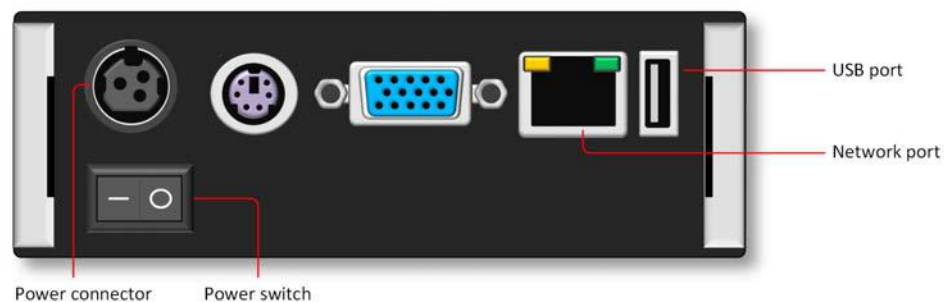
1.2.1 Determining the IP address of your printer(s)

If your printer is connected directly to the PrintConnect via USB, you need no additional information about the printer; you're ready to install the PrintConnect now.

However, if your printer connects to the PrintConnect via an Ethernet network, before you install the PrintConnect, you'll need the IP address of the printer. The PrintConnect installation process requires this information so that communication can be successfully established between the devices.

Typically, you can find the IP address of the printer listed on the printer's configuration sheet, which you can print from the printer's keypad. If you need help finding the IP address of the printer, consult your network administrator.

Once you have determined the printer's IP address, record the value. You'll need it during the PrintConnect installation process.

2

Setting up the PrintConnect

To set up a PrintConnect, you need to:

1. Connect the PrintConnect device to your network.
2. Adding the PrintConnect to your PrinterOn service.

2.1 Connecting the PrintConnect device to the network

Before you connect the PrintConnect device, ensure that you have all the required installation hardware available. .

> **Important!** Do not power up the PrintConnect until instructed to do so.

To connect the PrintConnect:

1. With the PrintConnect device powered off, connect the PrintValet keypad to any USB port on the PrintConnect device.
2. Plug the ethernet cable into the network port on the back of the PrintConnect and connect the cable to your network.
3. If you are using a direct USB connection to your printer, attach the printer to an available USB port on the PrintConnect.

> **Note:** You can use a single PrintConnect device to manage multiple printers, however, only one of these printers can be a USB-connected printer.

4. Plug in the PrintConnect power supply to the connector on the back of the PrintConnect device.

5. Turn on the PrintConnect using the switch on the back.

power on
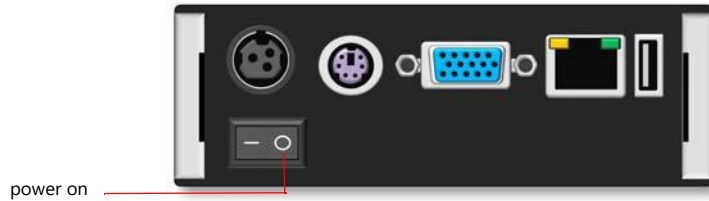
> **Important!** DO NOT unplug any USB or network cables when the PrintConnect is powered up.

The PrintConnect will take between two and five minutes to perform start-up and self-test procedures. When the PrintConnect device is ready, the PrintValet screen will display the message:

```
Print  Release
    Press OK
```

6. Press the **?** key on the PrintValet. The second line of the PrintValet screen displays the PrintConnect device Configuration Key, a 12 character alphanumeric string. Record the Configuration Key value.

```
PrintConnect
21370561892б
```

> **Note:** The Configuration Key value is also printed on a label on the PrintConnect packaging; however, it is important to try to acquire this value through the PrinValet, as this method is a useful test of the network connection.
>
> If you are unable to display the Configuration Key, it may be because the network connection is faulty or that the PrintConnect can't connect to your network. Verify that the ethernet cable is sound and verify there is network activity.
>
> If the cable is fine and there is network activity, then the PrintConnect has been unable to connect to the network. You must configure the PrintConnect's network settings using a config file on a USB flash drive. For details on creating and uploading the config file, see section 4.1.
>
> Once you have live communication on the network and can successfully display the Configuration Key value, continue with the following steps.

7. After recording the configuration key value, press the **?** key on the PrintValet again. The second line of the PrintValet screen displays the PrintConnect IP address. Record this value.

```
PrintConnect
172.16.105.126
```

To complete the PrintConnect setup, you must configure a few options in your PrinterOn printing service account.

2.2 Adding the PrintConnect to your PrinterOn printing service

After connecting the PrintConnect to the network, you can add it to the PrinterOn service by attaching it as a Print Delivery Station (PDS). A PDS is a component of the PrinterOn service that manages the delivery of print jobs to a set of associated printers. Typically, a PDS is a lightweight piece of software installed on a computer. A PrintConnect is a just "headless" PDS that is on a self-contained piece of hardware.

A PrintConnect is added through the web admin portal.

Before configuring the PrintConnect, ensure that you have the device's Configuration Key (recorded in Step 7 of Connecting the PrintConnect to the network) available. PrinterOn uses this value to attach the configured PDS settings to the PrintConnect hardware.

To complete the PrintConnect setup:

1. Log into your PrinterOn account:

   a) Navigate to www.printeron.com and click the Login link at the top of the page.

   b) Enter your login credentials and click **Log In**.

   • default Print Delivery Station entry.

   •
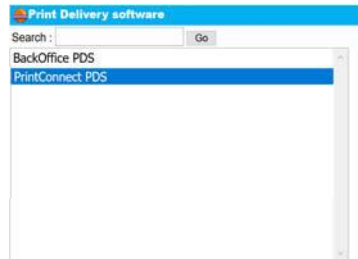
2. drop-down, choose **PrintConnect**.

3. Enter the Configuration key that you recorded during the PrintConnect installation.

   > **Note:** You do not need to specify a MAC Address; this value is obtained automatically during the PrintConnect startup sequence.

4. In the **Manage Printers** panel, select the printers that you want the PrintConnect to manage:

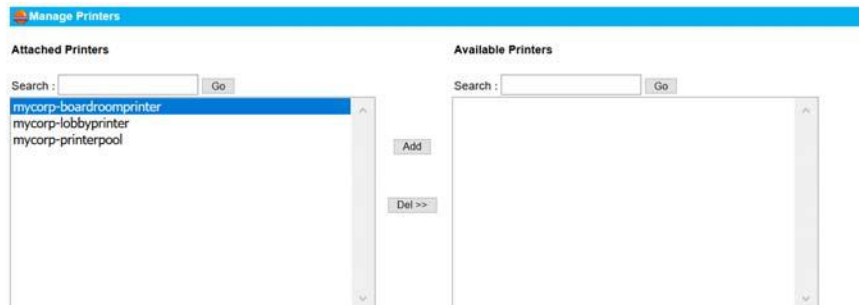- In the **Available** Printers list, select the printer(s) that you want to connect to the PrintConnect device.
- Click **Add**.

5. Configure the connection settings for each attached printer:

a) In the **Attached Printers** list, select a printer. The Configure Printer panel appears.
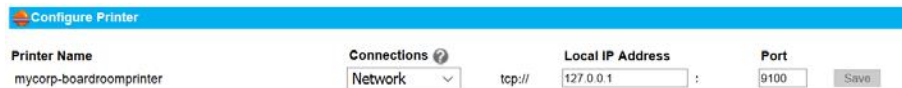
b) In the Configure Printer panel, from the **Connections** drop-down, select either **USB** or **Network** as the connection type.

c) For a Network printer, enter the Local IP address that you recorded during the PrintConnect installation.

The Port value defaults to 9100.

6. Click **Save**.

> **Note:** If the **Save** button is unavailable, all changes have already been saved.

It may take up to 15 minutes for your configuration updates to be applied. Once the startup sequence and configuration updates are completed successfully, the Configuration Key value appears in the MAC Address field. You may need to refresh the web page.

In addition, you can verify the license by pressing the PrintValet **?** key three times to see the License status. If the PrintConnect has started up successfully, the second line of the PrintValet screen should display **License OK**.

Your PrinterOn printing service is ready to use with the PrintConnect-enabled printers.
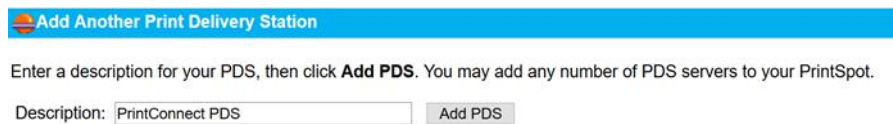
You can send a test print job to verify the PrintConnect is configured correctly. For details on printing, see Printing to your PrintConnect printers.

2.2.1 Adding a Print Delivery Station

If you have one or more previously configured Print Deliver Stations (PDS), you'll need to add a new PDS that you can use to connect your PrintConnect device to your PrinterOn service.

To add a new PDS:

1. Locate the **Add Another Print Delivery Station** panel at the bottom of the page
2. In the **Description** field, enter a descriptive name to identify the PDS.

3. Click **Add PDS**.
4. After a few moments, the new PDS appears in the Print Delivery Software list, at which point you can begin Adding the PrintConnect to your PrinterOn printing service to attach the PrintConnect.

3

Configuring the PrintConnect

This section of the PrintConnect guide assumes that you are familiar with network configuration, including IP addresses, DNS and DHCP servers, and proxy servers. If you need assistance in this area, please consult your network administrator or your PrinterOn reseller before attempting to configure the PrintConnect.

There are two methods for configuring you're PrintConnect:

- Configuring PrintConnect via web interface.
- Configuring the PrintConnect with a USB drive.

3.1 Configuring PrintConnect via web interface

The PrintConnect has a web page interface, the Print Delivery Station Administration console, for configuring operator access, changing network and proxy settings, and viewing the log file. This interface can be accessed in any web browser.

> **Note:** The PrintConnect does not use TLS when accessing the PrintConnect web interface; therefore passwords may be transmitted as clear text. The workstation version of the Print Delivery Station software supports TLS for the web interface if required.

To open the Print Delivery Station Administration console:

1. Open the PDS privacy release page. In your web browser, go to http:// <localhost>:8181

where <localhost> is the IP address of the PrintConnect device.

> **Note:** To find the IP address of the PrintConnect, press the ? key on the PrintValet keypad twice. The number will be similar to 172.16.182.185 so, for example, http://172.16.182.185:8181.

2. At the bottom of the page, click on the Print Delivery Station main page link.

3. On the PDS main page, click on the Administrator login is available here link.

4. On the Print Delivery Station Administrator Log In page, enter the login credentials. If you do not have these, contact PrinterOn Support along with your device's MAC Address.

   The Print Delivery Station Administration console opens.

5. Click the **?** button at the top right.

6. Configure/manage the PrintConnect as necessary via the following tabs:

Tab	Description
PDS Information	Shows basic information about your PrintConnect. For more information, see Viewing PDS information for your PrintConnect.
User List Editor	Lets you change the Super Administrator password and to define local Operators or Administrators, if required. For more information, see Configuring the User List.
Proxy Settings	Lets you configure the PrintConnect to work in network situations where all traffic has to go through an HTTP Proxy. For more information, see Configuring proxy settings.
Basic Networking	Lets you configure PrintConnect for DHCP or Fixed IP. For more information, see Configuring PrintConnect networking settings.
Software Upgrade	Lets you check for updated software for your PrintConnect device. For more information, see Checking for software updates.
Log	Lets you set the log level and to view the log file. For more information, see Configuring and viewing the PrintConnect logs.

To log out of the console:

1. Click **Log Out** at the top right.

3.1.1 Viewing PDS information for your PrintConnect

The PDS Information tab shows basic information about your PrintConnect.

3.1.2 Configuring the User List

The User List Editor allows you to change the Super Administrator password and to define local Operators or Administrators, if required. Local Operators can help manage print jobs for your users.

The PrintConnect provides the ability to use three user types:

User Type	Description
Super Administrator	The Super Administrator is the primary user account for the PrintConnect. This account cannot be removed.
	The Super Administrator can create additional Local Operators and Local Administrators users, as well as perform all configuration tasks available on the PrintConnect.
Local Administrator	The Local Administrator has all the same capabilities as the Super Administrator, including defining users and performing configuration tasks. The Local Administrator can also release or delete print jobs print jobs available on the PrintConnect.
Local Operator	The Local Operator user type can release or delete the print jobs available on the PrintConnect.

From the User List Editor, you can perform the following tasks:

- Changing the Super Administrator password.
- Adding an Operator or Local Administrator.
- Deleting an Operator or Local Administrator.

3.1.2.1 Changing the Super Administrator password

To change the Super Administrator password:

1. In the **Password** field, enter the new password.
2. Click **Save**.

> **Note:** This password is also used to login to the SSH Server. PrinterOn recommends that you update this password upon installation for security purposes.

3.1.2.2 Adding an Operator or Local Administrator

To add an Operator or Administrator:

1. In the **User Name** field, enter the name of the user.
2. From the **User Class** drop down, specify the user type. User Class can be **Administrator** or **Operator**.
3. In the **Password** field, enter a password for the user.
4. Click **Save**.

3.1.2.3 Deleting an Operator or Local Administrator

To delete an Operator or Administrator:

1. Delete the User Name of the Operator or Administrator you wish to remove.
2. Click **Save**.

3.1.3 Configuring proxy settings

The Proxy Settings tab lets you configure the PrintConnect to work in network situations where all traffic has to go through an HTTP Proxy. For network proxies that do NOT use these particular features, the configured values on the Proxy tab are ignored, so the default values do not need to be changed.

To support an HTTP Proxy:

1. Check **Enable HTTP Proxy**.
2. Select one of the following options:
   - **Use Web Proxy Automatic Discovery**: The PrintConnect attempts to automatically detect proxy configuration information on your local network using automatic detection protocols.

     > **Note:** Automatic Discovery cannot be used for proxies that require authentication. In those cases, you must manually configure proxy communication details.

   - **Use Manual Configuration**: Requires you to manually configure proxy details.
3. If you selected **Use Web Proxy Automatic Discovery**, click **Discover Now** to attempt to find a proxy.

   If a Proxy is found and communication with the PrinterOn web site is successful, the **Proxy Resolution** status will display a **Success** or **OK** message.

4. If you selected **Use Manual Configuration**, configure the required proxy settings as necessary.

Setting	Description
Proxy Address	The IP address for your proxy.
Proxy Port	The communication port for your proxy.
User Name **Password** **Re-enter Password**	The authentication credentials for proxies which require authentication. For non-authenticating proxies, the username/password are ignored.

5. Click **Save and Test** to save all settings and test your proxy configuration.

3.1.4 Configuring PrintConnect networking settings

The Basic Networking tab lets you configure PrintConnect for DHCP or fixed IP address.

By default, PrintConnect uses DHCP (Dynamic Host Configuration Protocol). If your network has a DHCP server installed and accessible to the PrintConnect, you do not need to configure the IP address. DHCP allows the PrintConnect to automatically obtain the required networking configuration parameters such as IP Address, netmask, gateway and DNS Server addresses.

If you don't have a DHCP server on your network, you must set a Fixed IP address for the PrintConnect and configure any required network settings. If you are unsure what IP address to use, please consult your network administrator.

3.1.4.1 Setting a Fixed IP address

To set a fixed IP address:

1. Check **Enable Fixed IP**.

2. Specify the **IP Address**, **Netmask**, **Gateway** and at least one **DNS Server** address. The Fixed IP Domain value is optional. The Domain value is used in domain name resolution.

3. Click **Save and Apply** to update the network settings.

   After applying the changes, the network connection is restarted and you will see a web page with two links; one with IP address and the other based on a domain name for the PrintConnect.

PrintConnect attempts to determine these links based on your configuration. However, two issues may prevent these links from successfully connecting:

- Dynamic assignment of IP addresses may prevent PrintConnect from successfully identifying the IP address.

- Using a domain name relies on your network having an active and correctly configured DNS server.

4. Wait about 15 seconds, then click one of the links to reconnect to the PrintConnect.

> **Note:** If you are unable to connect using one of the provided links, you can try connecting using http://*<localhost>*:8181, where *<localhost>* is the IP address of the PrintConnect device.
>
> To find the IP address of the PrintConnect, press the **?** key on the PrintValet keypad twice. The number will be similar to 172.16.182.185 so, to connect to the PrintConnect device, you would enter:
>
> http://172.16.182.185:8181

3.1.5 Checking for software updates

The Software Upgrade tab lets you check for updated software for your PrintConnect device. If a software update is available, you can download and install it.

To check for a software upgrade:

1. Click the **Check Now** button.

   Your PrintConnect device queries the PrinterOn Web site for the latest available version of the embedded PDS software and displays the results on the Software Upgrade tab.

   - The **Current Version** is the version of the software currently installed on your PrintConnect device.

   - The **Available Version** is the version of the software available for download from the PrinterOn Web site.

2. To install a software upgrade when a software upgrade is available, click **Download and Install**.

   Your PrintConnect device downloads and installs the software upgrade. This operation can take several minutes, depending on the speed of your Internet connection. Please wait while the software is downloaded and installed.

   Once the software upgrade is downloaded, your PrintConnect device will automatically reboot in order to install the new software.

The browser window automatically tries to reconnect to your PrintConnect after two minutes.

3.1.6 Configuring and viewing the PrintConnect logs

The Log tab lets you set the log level and to view the log files.

To view a log file:

1. Click on a log file button to view the log for the indicated time period.

   The button label indicates creation time of the log. For example, Director20140514044114.276.log was created on 2014 05 14 at 04 hours 41 minutes 14.276 seconds.

   > **Note:** PrintConnect's real time clock is set to UTC and does not use Daylight Saving Time.

To set the log level:

1. Select the log level from the drop down list.
2. Click **Save Log Level**.

3.2 Configuring the PrintConnect with a USB drive

If your PrintConnect is having communication issues, you can use a text file on a USB flash drive to hard set some configuration values. There are two kinds of files you can create:

- **Configuration file**: Lets you configure the minimum network options to allow your PrintConnect to communicate with the network and the PrinterOn web site.

  For more information, see Configuring network settings with a configuration file.

- **Reset file**: Lets you reset your PrintConnect configuration to the default values.

  For more information, see Resetting the PrintConnect.

> **Note:** For best results use a USB key with a capacity of 4 GB or lower; the PrintConnect may not recognize the presence of a higher capacity USB key. In addition, the USB key must be formatted with the FAT or FAT32 file system. The PrintConnect cannot read files on a USB key that is formatted with the NTFS file system.

PrintConnect looks for and processes the configuration file first. If both a reset and a configuration file are present on the USB drive, the configuration file is processed first and then the reset file is processed. The device reboots after processing each file.

3.2.1 Configuring network settings with a configuration file

To create a PrintConnect configuration file, you need the PrintConnect Configuration Utility, available at www.printeron.com/support/downloads.html. The utility requires JRE v1.6.0 (also called Java Version 6) or later. The JRE is available for download from the same location.

To configure the PrintConnect with a configuration file:

1. Download and launch the PrintConnect Configuration Utility.
2. Using the Configuration Utility, set the values for PrintConnect Hardware ID, password, log level, Fixed IP and HTTP Proxy, as required.

   > **Note:** The Hardware ID value, is the Configuration Key for your PrintConnect, a 12-character alphanumeric value unique to each device, which you should have recorded during installation of the device. You can also find the value on the box that your PrintConnect came in.

   For details on any of the other options, refer to Configuring PrintConnect via web interface.
3. Copy the configuration file to your USB drive.

   > **Important!** Ensure there is no "reset" file on the USB drive.

4. Insert the USB drive into one of the USB ports on the PrintConnect.
5. With the USB drive inserted into the PrintConnect, restart the PrintConnect device. When the device restarts, it process the configuration file.

   After the file is processed, PrintConnect reboots to ensure that all configuration values are updated correctly.

   After the reboot, the configuration file is renamed config.bak.
6. Press the **?** key on the PrintValet. The second line of the PrintValet screen should display 12-character alphanumeric Configuration Key for the PrintConnect.

3.2.2 Resetting the PrintConnect

Resetting the PrintConnect clears all Proxy Settings, Basic Networking options, and the Super Admin password back to the default values.

> **Important!** Resetting the PrintConnect is permanent. There is no UNDO!

To reset the PrintConnect:

1. On your USB flash drive, create an empty text file called reset (no file extension).
2. Insert the USB drive into one of the USB ports on the PrintConnect.
3. With the USB drive inserted, restart the PrintConnect device. When the device restarts, it process the reset file.

   After the file is processed, PrintConnect reboots to ensure that all configuration values are updated correctly.

   After the reboot, the reset file is renamed reset.bak.

4

Printing to your PrintConnect printers

The following sections describe how users can submit and release print jobs to printers managed by PrintConnect devices:

- Submitting a print job
- Releasing print jobs

4.1 Submitting a print job

PrinterOn supports a number of different document submission workflows. By default, the PrinterOn service supports the following print workflows:

- Web printing: Users submit print jobs using any connected web browser. Users upload their documents to the Web Print portal and can choose the printer to which to submit the job.
- Mobile Printing: Users locate printers and print via the PrinterOn service using the PrinterOn Mobile App on their smartphone or tablet. The PrinterOn Mobile App is available for both iOS and Android.
- Email printing: Users email the printer directly using the printer's email address (assigned by PrinterOn when you add a new printer to your service) to print email messages or attachments.

4.1.1 Printing using the Web Print portal

The Web Print portal allows users to print documents to a PrinterOn printer through their browsers. Users can upload documents through the Web Print portal for printing.

To print using the Web Print portal:

1. Retrieve PrinterOn Web Print URL for the printer from the PrinterOn Administrator Portal.

2. In your browser, enter the URL of the Web Print Portal. The print portal specific to that printer appears.

3. Enter your user information, if required.

4. Select a file to print. You can choose a local document, or specify a URL.

5. Click ▶. The Print Options page appears.

6. Specify the print options as necessary.

7. Click 🖨 to submit the print job.

8. Your results are displayed, and if release codes are enabled, a Secure Release Code is emailed to you.

9. If necessary, enter the Secure Release Code on the printer to release your documents to the printer.
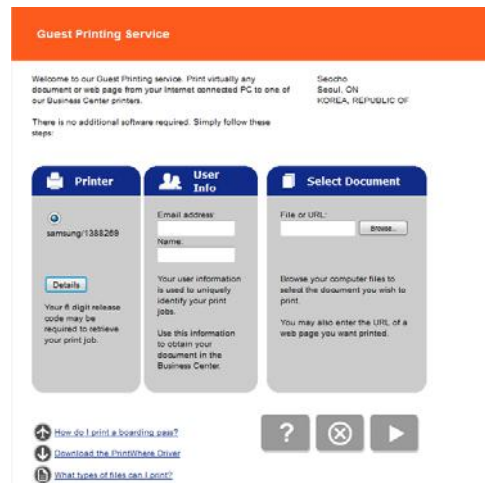
4.1.2 Printing using the Mobile printing workflow

You can print directly to your printer using the PrinterOn Mobile app for iOS or Android.

To print using the mobile workflow:

1. Download and install the PrinterOn Mobile app. There are two ways you can download the app onto your mobile device:

    *   On your device, search your app store for PrinterOn. The PrinterOn Mobile App is identified by the PrinterOn logo. Select the latest version and download the app.

    *   From the browser on your mobile device, browse to www.printeron.com/apps.html, then choose the app for your OS from there.

2. Once it's installed, launch the PrinterOn Mobile App.

3. In the Mobile app, select a printer as the destination printer by scanning the printer's QR code, displayed in the PrinterOn Web Admin portal:

    a) On the Mobile App Home screen, tap the QR code icon. Scanning a QR code generated by PrinterOn quickly configures the app with printer information.

    b) Scan the QR code displayed in the PrinterOn Web Admin portal. The app is configured with the printer information.

4. Print your document. For this example, we'll show how to print a photo.

    a) On the Mobile App home screen, tap **Photos**.

    b) Select the photo you want to print.

    c) Tap the Printer icon in the top right corner. A preview of the job is displayed.

    d) To select copies and page range where applicable, tap 🔧 in the top right corner.

    e) Tap **Print** to submit your job.
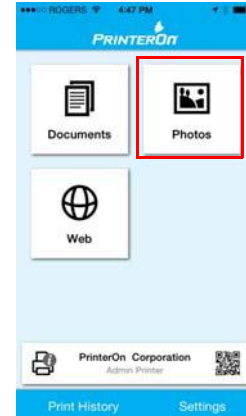
> **Note:** You can tap **Print History** to view the progress of your print job.

5. If necessary, enter the Secure Release Code to release your documents to the printer.

4.1.3 Printing using the email workflow

When you add a new printer to your PrinterOn service, the PrinterOn server automatically assigns the printer an email address. Users can add one or more documents to an email as attachments, then send the email to the printer to print the documents.

To print using the email print workflow:

1. Retrieve the PrinterOn email address for the printer from the PrinterOn web admin portal.

   Each PrinterOn email address ends with "@printspots.com" (for example. myprinter@printspots.com).

2. Forward an email with or without attachments to the printer's email address.

   An email will be returned with the results of the print and a Secure Release Code

3. If necessary, enter the Secure Release Code on the printer to release your documents to the printer.

4.2 Releasing print jobs

By default, the PrinterOn Service is configured for secure release. This means that users must supply a release code before the printer is able to print the job.

There are two ways to enter your release code to release the job to the printer for printing:

- Using the PrintValet.
- Using the Privacy Release web pages.

4.2.1 Releasing print jobs using the connected PrintValet

To release print jobs using the PrintValet:

1. Display the Home screen then press the **OK** key.

> **Note:** To return to Home screen, press **CANCEL**.

2. At the ID code prompt, enter the 4-10 digit release code that corresponds with the print job(s) you sent, then press **OK**.

    Once the release code is entered, the Network PrintValet searches for your print job and displays the number of jobs that match that release code with the total number of pages.

3. To confirm and print your jobs, press **OK**.

4.2.2 Releasing print jobs using the Privacy Release web pages

The Privacy Release web pages provide an alternative to using the PrintValet keypad to release print jobs, and provide a web-based interface for managing releasing print jobs. The pages list current and completed print jobs, and can be used to manually print and delete print jobs.

In a typical public printing environment, the Privacy Release web pages are made accessible on a computer near the destination printer(s). To simplify the experience for users, you can make the Privacy Release main page the default web page for the computer's browser or make it available from a link on the desktop.

To retrieve a print job using the Privacy Release web page:

1. In your web browser, open the Privacy Release web page at the following URL:

   http://*<localhost>*:8181

   where *<localhost>* is the IP address of the PrintConnect device.

2. Enter the Privacy Release Code for the print job and click Find. The Privacy Release Code may be the code or email address used when printing or the print job reference number.

A

Troubleshooting PrintConnect issues

If you have any problems installing your PrintConnect, please review the following troubleshooting information before contacting PrinterOn Customer Support.

- Troubleshooting setup and network communication
- Error Codes

A.1 Troubleshooting setup and network communication

The following section describes a number of issues that may occur with a PrintConnect device:

- Slow startup
- No network communication
- Cannot determine the Configuration key
- Cannot reconnect to device after changing IP address
- DNS lookup does not work

Slow startup

Problem: The PrintConnect device takes longer than five minutes to start up.

Symptoms: After five minutes, the PrintValet screen does not display the
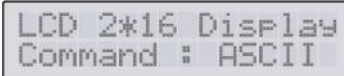message:

```
Print  Release
    Press OK
```

Solution: Turn off the PrintConnect power using the switch on the back of the
device. Attempt the power up sequence again.

DO NOT connect or disconnect the PrintValet while the
PrintConnect is powered on.

A normal start up sequence displays the following alternating
messages on the PrintValet screen:

```
LCD 2*16 Display
Command : ASCII
```

```
Press any Key
...........
```

After successful startup, the home screen appears:

```
Print  Release
    Press OK
```

No network communication

Problem: No communication to the network.

Symptoms: The network activity light beside the ethernet connector does not
illuminate.

Solution: Verify that the ethernet cable is functioning. Verify that the cable is
connected to a functioning ethernet hub or switch. The
PrintConnect device is compatible with 10Base-T or 100Base-TX
Ethernet (automatic negotiation at power up). The network activity
light will flash when network activity is detected (that is, data is
being transferred).

Cannot determine the Configuration key

Problem: You are unable to obtain the Configuration key value from the
             PrintValet key pad.

Symptoms: Pressing the **?** key once from the main screen of the PrintValet does
             not change the display.

Solution: Verify that:

             • the Ethernet cable is functioning.

             • the cable is connected to a functioning Ethernet hub or
               switch.

             The PrintConnect device is compatible with 10Base-T or
             100Base-TX Ethernet (automatic negotiation at power up). The
             network activity light flashes when network activity is detected (that
             is, when data is being transferred).

             If the network connection is active, then it is likely that the
             PrintConnect is misconfigured and is unable to connect to your
             network. To correct the issue, you must configure the
             PrintConnect's network settings using a config file on a USB flash
             drive. For details on creating and uploading the config file,
             Configuring network settings with a configuration file.

Cannot reconnect to device after changing IP address

Problem: After setting an IP address on the Basic Networking tab of the PDS
             Settings in Configuration Manager, you are unable to reconnect to
             the device using the links provided in the web interface.

Symptoms: Clicking on one of the links leads to an **Unable to connect** or a
             Page cannot be displayed message in your browser.

             PrintConnect attempts to determine the values for these links
             based on your configuration. However, dynamic assignment of IP
             addresses may mean PrintConnect cannot successfully identify the
             IP address, while the domain name relies on your network having
             an active and correctly configured DNS server.

If you've set a static IP address and have specified an IP address outside of your current network range, you will be unable to connect to the device.

Solution: If you are unable to connect using one of the provided links, you can try connecting using http://*<localhost>*:8181, where *<localhost>* is the IP address of the PrintConnect device.

To find the IP address of the PrintConnect, press the **?** key on the PrintValet keypad twice. The number will be similar to 172.16.182.185 so, for example, http://172.16.182.185:8181.

If you changed the PrintConnect IP address to a different address space, you may need to temporarily modify your computer's IP address to the new address space to reconnect to the device. Please consult your network administrator for assistance.

If you are still unable to connect to the device, you may need to reset the device and try setting the IP address again.

DNS lookup does not work

Problem: After setting an IP address on the Basic Networking tab of the web interface (Print Delivery Station Administration console), you are unable to reconnect to the device using the DNS address link provided in the web interface.

Symptoms: Clicking on DNS address link leads to an **Unable to connect** or a **Page cannot be displayed** message in your browser.

If you have a DHCP network, the PrintConnect, when first installed, will attempt to automatically obtain an IP address from your network and will request registration of its DNS name with the DHCP server. If you later change the networking option to Fixed IP, the DHCP server and DNS server are unaware of the new IP Address for the device. When attempting a name resolution, the old information is displayed.

Solution: When switching to Fixed IP, you must add or update the DNS server with the new name-to-IP-address resolution information for the PrintConnect. Please consult your network administrator for assistance.

A.2 Error Codes

The PrintValet keypad may display an error code if problems occur during operation. The following codes can help to determine the problem.

Codes are of two possible types:

- Installation Codes
- Printing Codes

A.2.1 Installation Codes

These codes may appear on the PrintValet during the installation or configuration of your PrintConnect.

NET Error: 01 The network cable is unplugged or faulty, or the network is not active.

Description: This error may indicate that the cable was disconnected or failed, or the network went dead after having worked during initial startup.

The system was unable to acquire an IP address or other required network information from DHCP. Static IP address configuration may be incorrect.

Solution: Ensure that the PrintConnect has access and can communicate with a DHCP server. If DHCP server is not available, configure the PrintConnect's network configuration settings manually.

Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light flashes when network activity is detected (that is, when data is being transferred).

NET Error: 02	Unable to contact PrinterOn's PrintConnect configuration or license service via HTTPS.

Description: PrintConnect received an unexpected or invalid response from PrinterOn's Configuration Service. DNS resolution was likely successful. If a proxy configuration is required but not configured, requests to PrinterOn may be blocked by the proxy server.

Required URL access: HTTPS://secure1.printeron.net:443

Solution: If communication through a proxy server is required to access the internet on your network, configure proxy server information.

Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light flashes when network activity is detected (that is, when data is being transferred).

DNS Error: 01 DNS Error: 02	Unable to successfully resolve the URL www.printeron.net using the configured or discovered DNS servers.

Description: PrintConnect was unable to successfully resolve the URL www.printeron.net using the configured or discovered DNS servers. PrintConnect requires access to this URL.

Solution: Check the PrintConnect's DNS configuration and ensure that the DNS server is operational and is accessible to PrintConnect.

DNS Error: 03   Unable to resolve PTS transaction URL for PrinterOn web site.

Description: PrintConnect requires access to secure1.printeron.net, the PTS transaction URL for the PrinterOn web site. This issue is an indication that the DNS isn't configured properly, isn't working, or isn't accessible to PrintConnect.

Solution: Check the PrintConnect's DNS configuration and ensure that the DNS server is operational and is accessible to PrintConnect.

LIC Error: 01   Unable to contact PrinterOn's PrintConnect Licensing Service via HTTPS.

Description: PrintConnect received an unexpected or invalid response from PrinterOn's Licensing Service. DNS resolution was likely successful. If a proxy configuration is required but not configured, requests to PrinterOn may be blocked by the proxy server.

A network connection was likely established but the response was an incorrect format.

Required URL access: HTTPS://secure1.printeron.net:443

Solution: If communication through a proxy server is required to access the Internet on your network, configure proxy server information.

Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light flashes when network activity is detected (that is, when data is being transferred).

LIC Error: 02   PrintConnect was unable to contact PrinterOn's PrintConnect Configuration Service

Description: PrintConnect was unable to contact PrinterOn's PrintConnect Configuration Service via HTTPS. PrintConnect received an unexpected or invalid response from PrinterOn's Configuration Service. DNS resolution was likely successful. If a proxy configuration is required but not configured, requests to PrinterOn may be blocked by the proxy server.

A network connection was likely established but the response was an incorrect format.

Required URL access: HTTPS://secure1.printeron.net:443

Solution: If communication through a proxy server is required to access the Internet on your network, configure proxy server information.

Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light flashes when network activity is detected (that is, when data is being transferred).

LIC Error: 03   PrintConnect was unable to contact PrinterOn's PrintConnect Configuration Service

Description: PrintConnect was unable to contact PrinterOn's PrintConnect Configuration Service within 72 hours of a successful communication attempt. Following a successful PrintConnect configuration process, the PrintConnect contacts PrinterOn to validate its license at regular intervals.

Required URL access: HTTPS://secure1.printeron.net:443

Solution: If network connectivity is available, restart the PrintConnect device.

Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light flashes when network activity is detected (that is, when data is being transferred).

A.2.2 Printing Codes

These codes may appear on the PrintValet when sending print jobs.

108 Internal Error

Description: An internal error has occurred. The print job cannot be printed.

Solution: Delete the current job (or let it expire) and resubmit the print request.

110 Printer Error

Description: There was a problem transferring print job data to the printer.

Solution: Ensure the printer is turned on and connected properly. Check the printer configuration in your PrintSpots web services account.

It is possible that the print job was encrypted using an expired encryption key. This error can occur when a PrintConnect device is moved from one PrintSpot to another (during testing, for example). The existing print job cannot be printed and should be resubmitted.

111 Unable to Delete Job

Description: There was a problem trying to delete the print job data.

Solution: Wait and try again later. Try rebooting the PrintConnect device.

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