Secure Held Print Jobs

Administrator's Guide

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Overview

Secure Held Print Jobs lets authenticated users view and release their held print jobs in the printer.

Additional required applications

For the security features of the application to work correctly, the following must be installed and running on the printer:

- **An authentication module application**. This is to secure access to the held jobs function by requiring users to log in to the printer when they attempt to use the function. To secure access to the application, set up a security template from the Embedded Web Server (for example, **Internal Accounts**). For more information, see the *Embedded Web Server — Security: Administrator's Guide* for your printer.
- **The eSF Security Manager application**. This lets you secure access to the printer held jobs function by associating the function with the authentication module. For more information on eSF Security Manager, see the *eSF Security Manager Administrator's Guide*.

Notes:

- For a list of other application requirements, including supported printers and required firmware versions, see the *Readme* file.
- For information on physically setting up the printer or using the printer features, see the printer *User's Guide*. After completing initial setup tasks, see the *Networking Guide* that came with the printer for information on how to connect the printer to your network.

Configuring Secure Held Print Jobs

Even if the printer has been set up previously, make sure that all settings have been configured to enable the security features of the application to work correctly.

Configuring and securing the application

1. From the Embedded Web Server, access the configuration page for the application.
2. Configure the following settings:
   - **Icon Text**—Specify a name for the application icon that appears on the printer home screen.
   - **Up Icon**—Browse to a new image file that represents the profile on the printer home screen.
   - **Down Icon**—Browse to a new image file that appears while the profile icon is being pressed.
3. Under Release Options, configure the following settings:
   - **Release Method**—Select whether to let users choose the jobs they want to print or to print all pending jobs.
   - **Display Print Jobs Sorted By**—Specify the order in which print jobs will be listed on the printer control panel.
4. Under Job Expiration, set the expiration for Verify and Repeat print jobs.

   Note: To specify the expiration of Confidential and Reserve print jobs, click **Settings** or **Configuration**, and then click **Security** > **Confidential Print Setup**.
5. Under Advanced Settings, configure the following settings if necessary:
   - **Require All Jobs to be Held**—Select this check box to require all jobs to remain on the printer until they are released by an authorized user or until they expire. This converts all jobs types to Confidential print jobs. For Repeat print jobs, the jobs will not be automatically printed or retained after printing.
   - **Clear Print Data**—Select this check box to clear the memory associated with each print job when the job is released.
6. Click **Apply**.
7. Secure access to Secure Held Print Jobs.

On printers running the Embedded Solutions Framework (eSF) version 3.0 or later:

a. From the Embedded Web Server, click **Settings** or **Configuration**.
b. Click **Security** > **Security Setup**.
c. Under Advanced Security Setup, click **Security Template** > **Add a Security Template**.
d. Type a name for the security template (for example, `Secure Held Print Jobs`).
e. From the Authentication Setup menu, select the authentication module you want to use to secure access to Secure Held Print Jobs, and then click **Save Template**.
f. Under Advanced Security Setup in step c, click **Access Controls**.
g. If necessary, expand the **Device Solutions** or **Apps** folder.
h. From the Secure Held Print Jobs menu, select your security template, and then click **Submit**.

On printers running eSF version 2.0:

a From the Embedded Web Server, access the configuration page for the eSF Security Manager application.

b From the Secure Held Print Jobs menu, select **Smart Card Authentication Client**.

c Click **Apply**.

Using Secure Held Print Jobs

Printing held jobs

1. With a document open, click **File** > **Print**.
2. Select the print-and-hold feature:
   - For Windows users, click **Properties**, **Preferences**, **Options**, or **Setup**. Then click **Print and Hold**, or click **Other Options** > **Print and Hold**.
   - For Macintosh users, select **Job Routing** from the print options or the ”Copies & Pages” menu.
3. Select the print job type:
   - **Confidential**—This lets you store print jobs on the printer until you log in and release or delete them.
   - **Verify**—This lets you print one copy of a print job and store the remaining copies on the printer. This enables you to make sure that the first copy is satisfactory before printing the remaining copies.
   - **Reserve**—This lets you store print jobs on the printer.
   - **Repeat**—This lets you print all copies of a print job and store the job on the printer so you can print additional copies later. You can print additional copies as long as the job is stored on the printer.

   Notes:

   – Confidential, Verify, and Reserve print jobs are automatically deleted from memory after printing.
   – Repeat print jobs are held in the printer until you delete them. If **Require All Jobs to be Held** is checked, then Repeat print jobs will be converted to Confidential print jobs.
4. Type the user name from the LDAP directory. For a Confidential print job, also enter a four-digit PIN.

   Note: Because you are required to authenticate to use the printer or the application, you will not be prompted to enter this PIN when you print Confidential jobs using this application. The PIN is needed only for printing Confidential jobs using the built-in held jobs function on the printer.
5. Click **OK** or **Print**.
6. From the printer home screen, touch the application icon.
7. If prompted, enter your authentication credentials.
8. Select the job or jobs you want to print, specify the number of copies to print, and then print the job.

Note: Depending on how the application is configured, all jobs in your print release queue may print automatically when you touch the application icon.

If you want to delete selected jobs from your print release queue, then touch **Delete**.

Troubleshooting

Secure Held Print Jobs issues

“Unable to determine user id. Contact your system administrator” error message

This error indicates that the authentication module is not setting the user ID for the session. Try one or more of the following:

Make sure that the session user ID is set correctly

1. From the Embedded Web Server, access the application configuration page of the authentication module.
2. Make sure that the setting that specifies the user ID is configured correctly.
3. Save your changes.

Make sure that the application is secured

See “Configuring and securing the application” on page 4.

“There are no jobs available for [user]” error message

Try one or more of the following:

Make sure that the session user ID is set correctly

1. From the Embedded Web Server, access the application configuration page of the authentication module.
2. Make sure that the setting that specifies the user ID is configured correctly.
3. Save your changes.

Make sure that jobs were sent to the correct printer and have not expired

The user may have sent the job or jobs to a different printer, or the jobs may have been automatically deleted because they were not printed in time.

Jobs print immediately

Make sure that the user selects the print-and-hold feature

For jobs to be held at the printer, users must select the print-and-hold feature in the print driver when printing jobs. See “Printing held jobs” on page 6.

Secure Held Print Jobs licensing issues

License error

Try one or more of the following:

Make sure that the application is licensed

For more information on purchasing a license, contact your Lexmark representative.

Make sure that the license is up-to-date

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

   Note: View the printer IP address in the TCP/IP section of the Network/Ports menu.

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. Click the license status of the application from the list.
5. Update the license.

Appendix

Accessing the configuration page for the application using the Embedded Web Server

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

   Note: View the IP address in the TCP/IP section of the Network/Ports menu.

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**.

Exporting or importing a configuration file using the Embedded Web Server

1 From the Embedded Web Server, access the configuration page for the application.

2 Export or import the configuration file.

Notes:

- 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**.

Licensing applications

Applications require a valid electronic license to run on select printers.

For more information on purchasing a license for an application, or for any other licensing information, contact your Lexmark representative.

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