Print Release, Accounting, and My e-Task for Lexmark Solutions Platform On Premise version 1.3

User's Guide

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Contents

Overview

Lexmark[TM] *Solutions Platform On Premise* provides a framework for managing and tracking document output throughout your organization. It is composed of three core functions: Print Release, Accounting, and My e-Task.

Using Print Release, you can submit documents to a server-based print queue and then release print jobs at a connected printer using a user name and password or a badge. Using Print Release increases security, increases your awareness of the amount of jobs printed, and reduces waste created from unwanted or unnecessary print jobs.

Using Accounting, you can view and export reports of your print, copy, scan, e-mail, and fax jobs.

Using My e-Task, you can configure copy and e-mail preferences as well as create customized shortcuts for frequently performed copy and e-mail jobs. You can also customize the language that you want the printer to use whenever you authenticate at any printer.

This guide is intended for use by Solutions Platform On Premise end users. This document does not include information pertaining to installing or configuring Solutions Platform On Premise.

For administrator documentation, see the *Configuration Guide*.

Using the Solutions Platform

Accessing the Lexmark Solutions Platform

1. Open a Web browser. In the URL field, type:

   `http://server/sites/Lexmark` or

   `https://server/sites/Lexmark`.

   Note: Replace *server* with the address of the server for the Solutions Platform. If you do not know the address or if you do not know whether to use the **http://** or the **https://** version of the address, then contact the server administrator.

2. Type your user name and password, and then click **Sign In**.

Changing your password

Depending on how the server for the Solutions Platform is set up, you may be able to change your password from the Solutions Platform **Home** tab. This option is available only if the administrator has configured the server to manage user names and passwords.

1. From your Web browser, access the Lexmark Solutions Platform.
2. If necessary, click the **Home** tab.
3. In the Views section, click **Change Password**.
4. Type your current password.
5. Type your new password.
6. Type your new password again to confirm, and then click **Submit**.

Updating and deleting your badge registration

The first time you log in to a printer by swiping your ID badge, you will be asked to register the badge using your user name and password. If you obtain a new badge after you register, or if you registered using a temporary badge, then you can update your badge ID from the printer control panel or from the Solutions Platform **Home** tab.

You can also delete your badge registration from the **Home** tab. For example, you may want to remove a temporary badge from the system.

Updating your badge ID from the printer control panel

1. At a connected printer, swipe your new badge.
2. Follow the instructions on the screen to register the badge by typing your user name and password.

The system will replace your old or temporary badge ID with your new badge ID. You can have only one badge ID registered to you at a time. Each time you swipe a new badge, you will be prompted to register, and your new badge ID will automatically overwrite the old one.

Updating your badge ID from the Home tab

1. From your Web browser, access the Lexmark Solutions Platform.
2. If necessary, click the **Home** tab.
3. In the Views section, click **User Registrations**.
4. Click .
5. In the Badge ID field, enter your new badge ID number.
6. Click **OK**.

Note: You cannot change your user ID. If you modify the User ID field and then click **OK**, then an error message will appear.

Deleting your badge registration from the Home tab

1. From your Web browser, access the Lexmark Solutions Platform.
2. If necessary, click the **Home** tab.
3. In the Views section, click **User Registrations**.
4. Click > **Delete Item** > **OK**.

The next time you swipe your badge at a connected printer, you will be prompted to register.

Creating and configuring a print release client

For Windows OS

Adding a print release queue on a client workstation or print server

Adding a new printer

1 Make sure you have installed the PCL5, PCL XL, or PostScript Lexmark Universal Driver appropriate for your operating system, available from **http://support.lexmark.com**.

   Note: If you are installing the Universal Print Driver for the first time, then you will be prompted to add a new Windows printer during the driver installation process. You can proceed to step 6 to add the printer during installation.

2 Click , or click **Start** and then click **Run**.

3 In the Start Search or Run box, type `control printers`.

4 Press **Enter**, or click **OK**.

   The printers folder opens.

5 Click **Add a printer** > **Next**.

6 Select a local printer. In Windows XP, clear the **Automatically detect and install my Plug and Play printer** check box.

7 Click **Next**.

8 Select **Create a new port**.

9 From the “Type of port” drop‑down menu, select **Standard TCP/IP Port**, and then click **Next**.

   The Add Standard TCP/IP Printer Port Wizard appears. If necessary, click **Next** again.

Adding a new TCP/IP port

1 In the “Hostname or IP address” field or the “Printer Name or IP Address” field, type the address of the server for the Solutions Platform (*not* the address of the printer).

   Note: If you do not know the address, then contact the server administrator.

2 In the Port Name field, type a descriptive port name (for example, “Print Release Server”). In Windows 7, clear the **Query the printer and automatically select the driver to use** check box.

3 Click **Next**.

4 When prompted for additional port information, select **Custom**, and then click **Settings**.

5 In the Port Number field, type the port number used to submit print release jobs, and then click **OK**.

   Note: Leave the default port number of 9100 unless your server uses a different port. If you do not know the correct port number, then contact the server administrator.

6 Click **Next**, and then click **Finish** if necessary.

Installing printer software

1. When prompted to install printer software, click **Have Disk**.
2. In the “Copy manufacturer's files from” field, enter the location where the Lexmark Universal Print Driver files were installed, or click **Browse** and browse to the INF file for the driver.
3. Click **OK**.
4. Make sure **Lexmark Universal**, **Lexmark Universal XL**, or **Lexmark Universal PS3** is selected, and then click **Next**.
5. If prompted, select **Use the driver that is currently installed** or **Keep existing driver**, and then click **Next**.
6. Complete the remaining steps in the Add Printer Wizard. Enter a descriptive name for the print release queue, select whether to use the new print queue as the default, and then print a test page if you want.

   Notes:

   - In Windows XP, you can also select whether to share the new print release queue for installation on a print server. If you want to share the print release queue in Windows 7, then edit the printer properties after the printer is added.
   - If you print a test page, then it is submitted to the print release queue and can be released from a connected printer like any other job.

Selecting installed options for connected printers

When using a print release queue, you must manually select the options available on printers connected to the server, such as automatic duplex and color printing.

Note: You must have administrative rights in Windows to configure installed options.

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type `control printers`.
3. Press **Enter**, or click **OK**.

   The printers folder opens.
4. Right-click the print release queue, and then click **Printer properties** or **Properties**.
5. Depending on the version of the Lexmark Universal Driver you have installed, click the **Install Options** tab or the **Configuration** tab.
6. Depending on the version of the Lexmark Universal Driver you have installed, do one of the following:

   From the “Available options” list, select an option, and then click **Add**. Add all of the available options.

   Or

   From the “Configuration Options” list, select all of the available options.
7. Click **OK**.

Changing the default printing preferences

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type `control printers`.

3 Press **Enter**, or click **OK**.

The printers folder opens.

4 Right-click the print release queue, and then click **Printing Preferences**.

5 Configure the printing preferences, and then click **OK**.

Note: If some printing preferences are missing or unavailable, then you may need to install options on the printer driver. Right-click the print release queue in the printers folder, and then click **Printer properties** or **Properties**. Click the **Install Options** tab or the **Configuration** tab. Make sure that all available options have been added to the "Currently installed options" list or that all available options in the "Configuration Options" list are selected.

Note: If you have enabled any Print and Hold settings, then you must disable them before using the print release queue. All Print and Hold settings are disabled by default.

For Mac OS

Contact your solutions provider to get access to print release drivers for Macintosh clients.

Installing the printer driver on Macintosh

1 Download the generic laser printer driver for Macintosh.

Note: Contact your solutions provider to get access to the printer driver from the Solutions Software Downloads page on **www.lexmark.com**.

2 Double-click the installer for the printer.

3 If you are installing the driver on a color laser printer, then select the **MacGenericLaserPrinterColor** package. If you are installing the driver on a mono laser printer, then select the **MacGenericLaserPrinterMono** package.

4 Follow the instructions on the computer screen.

5 When prompted, specify a destination, and the click **Continue**.

6 From the Easy Install screen, click **Install**.

7 Type the user password, and then click **OK**.

All the necessary applications are installed on the computer.

8 When installation is complete, click **Close**.

Creating a print queue on Macintosh

1 Make sure you have installed the generic laser printer driver for Macintosh on your computer.

2 From the Apple menu, navigate to either of the following:

- **System Preferences** > **Print & Scan**
- **System Preferences** > **Print & Fax**

3 Click **+**. You may need to click the lock icon and type your authentication credentials to enable the button.

4 Click the **IP** icon.

5 From the Protocol drop-down menu, select **HP Jetdirect-Socket**.

6 In the Address field, type the host name or IP address of the printer.

7 In the Name field, type a name for the print queue.

8 In the “Print Using” drop-down menu, select **Select Printer Software**.

9 In the Printer Software dialog, select **Lexmark Generic Laser Printer Color** or **Lexmark Generic Laser Printer Mono**, depending on your printer model.

10 Click **OK** > **Add**.

11 In the dialog for installed printer options, make sure that **Installed** is selected in the Duplex drop-down menu, and then click **Continue**.

Note: Due to a bug in CUPS 1.5.2, you are required to update your Mac OS X version 10.7 to Mac OS X version 10.7.4.

For Linux OS

Contact your solutions provider to get access to print release drivers for Linux clients.

Installing the printer driver on Linux

1 Download the printer driver.

Note: Contact your solutions provider to get access to the Linux printer drivers from the Solutions Software Downloads page on www.lexmark.com.

2 If the package file is compressed, then extract the file by typing the following:

```
uncompress PPD-Files-LMUD2.tar.Z
```

3 Extract the files in this directory by typing the following:

```
tar-xvf PPD-Files-MNUD2.tar
```

4 Change the ppd_file directory by typing the following:

```
cd ppd_files
```

5 Install the PPD files.

For Linux-based CUPS

Log in as root user, and then run the install script by typing the following:

```
./install_ppd.sh
```

For more information, see the *Readme-CUPS* file.

For other CUPS installations

Copy the appropriate PPD files into the CUPS model directory, and then restart CUPS.

For CUPS version earlier than 1.4, use the PPD files found in **ppd_Files/GlobalPPD_1.2**.

For CUPS version 1.4 or later, use the PPD files found in **ppd_Files/GlobalPPD_1.4**.

Creating a print queue in Linux using the CUPS Web interface

1. Open a Web browser, and then type `http://localhost:631/admin` in the address field.
2. Click the **Administration** tab > **Add Printer**.
3. If prompted, type the root and the password for the root. On SUSE systems, you need to create an account with **lppasswd**, and use this account, instead of root, to log in.
4. In the Other Network Printer section, select **AppSocket/HP JetDirect** for the device type, and then click **Continue**.
5. Type the following device URI:

   `socket://<printer_hostname>:9100`, where *`<printer_hostname>`* is the host name or IP address of the printer.
6. Click **Continue**.
7. Type the name, description, and location of the printer, and then click **Continue**.
8. From the “Make list” box, select **Lexmark**, and then click **Continue**.
9. From the Model list, select **Lexmark Generic Laser Color** or **Lexmark Generic Laser Mono**, depending on your printer model.
10. Click **Add Printer** > **Set Default Options**.

Using Print Release

Submitting print jobs

There are two ways to submit print jobs to your print release queue:

- Print documents from your computer. Select the Print option from an application on the computer, and then select the print release queue from the list of installed printers.
- Send an e-mail with supported attachments to the Print Release server. Attach the documents you want to print to the e-mail, and then send the e-mail to the Print Release server e-mail address. You can also print any text typed in the body of the e-mail. The e-mail body text and each attachment will be listed as a separate job in your print release queue.

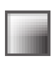
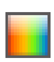
  Note: If you do not know the e-mail address for the Print Release server, then contact the server administrator.

When you enter your authentication credentials at a connected printer, your submitted jobs will be available for printing.

If allowed by the administrator, guests who are not regular users in the system can submit print jobs directly to a printer by e-mail. For more information, see "Submitting and printing jobs as a guest" on page 18.

Understanding quotas

When you view your print release queue on the printer control panel, you may see one or two icons with numbers next to them:

- The number next to the  icon indicates the total number of pages (black-and-white and color) you can print, as specified by the administrator. This number is your total quota.
- The number next to the  icon indicates the number of color pages you can print, as specified by the administrator. This number is your color quota.

The color quota is a subset of the total quota. When you print a color job, both your color quota and your total quota will decrease. When you print a black-and-white job, only your total quota will decrease until it becomes lower than your color quota. When your total quota becomes lower than your color quota, your color quota will automatically decrease to match your total quota.

When you select jobs to print from your print release queue, note the page count for each job. If the total page count for all of the jobs you selected exceeds your quota, then you will not be able to print. When you attempt to print, a message will appear on the printer control panel stating that you do not have enough quota to complete the request.

Notes:

- If the printer does not support color printing or if color printing is disabled, then you will see only the total quota icon.
- If the administrator has set an unlimited total quota, then you will see only the color quota icon.
- If the administrator has disabled the quotas feature or has set both an unlimited total quota and an unlimited color quota, then you will not see any quota icons.

Understanding job costing

If job costing is enabled by your administrator on the printer Embedded Web Server or from the Solutions Platform Web portal, then you may see costs on your print jobs when you view your print release queue on the printer control panel.

You may see two types of costs on your print queue:

- The cost shown beside each print job indicates the cost of the entire print job based on the printing cost per page specified by the administrator.
- The cost shown above or below the print queue indicates the total printing cost of all the selected jobs in the queue.

Note: These print costs are for informational purposes only, and are not calculated or stored in the system or device.

Releasing print jobs

For touch-screen printers

1 At a connected printer, enter your authentication credentials (user name and password or card swipe).

   Notes:

   - Depending on the configuration of your system, you may instead be asked to authenticate after step 2.
   - When using a card swipe for authentication, you may be asked to register using your existing user name and password if you have not already done so.

2 On the printer control panel, touch **Print Release**.

3 If your print release queue appears, then select the print job or jobs you want to print.

   Or

   If other users have allowed you to print jobs for them, then you are a *print delegate* for those users. Instead of your print release queue, a list of all users who have selected you as a print delegate will appear. Your user name will appear at the bottom of this list.

   a Select a user name to view the user's print release queue, or select your own user name from the bottom of the list to view your print release queue.

   b If necessary, touch **Next**.

   c Select the print jobs you want to print.

   Notes:

   - Note the page count for each job you select. If the total page count for all of the jobs you selected exceeds your printing quota, then you will not be able to print. When you attempt to print, a message will appear on the printer control panel stating that you do not have enough quota to complete the request. For more information about quotas, see “Understanding quotas” on page 12.
   - If you touch the **Select All** button or check box, then all jobs in the queue are selected, including jobs that currently do not appear on the screen.
   - If you are releasing jobs from a printer that is connected to a print release appliance (PRA), then you can release the print jobs in your queue at one time only. The print release appliance or external network adapter (ENA) lets you release all your jobs from third‑party printers that support PDF or PCL/PS data streams as well as from non‑eSF Lexmark printers.

4 Do either of the following:
- Touch **Print** to print the selected jobs and remove them from the queue.
- Touch **Print and Keep** to print the selected jobs and keep them in the queue.

Note: Some printer models have one icon instead of the “Print” and “Print and Keep” options. On printers that have one icon, touch the icon, and then select whether to print a job and keep it in the queue or to print a job and delete it from the queue.

For printers with 4-line control panels

1 At a connected printer, enter your authentication credentials (user name and password or card swipe).

Notes:

- Depending on the configuration of your system, you may instead be asked to authenticate after step 2.
- When using a card swipe for authentication, you may be asked to register using your existing user name and password if you have not already done so.

2 On the printer control panel, select **Print Release**.

3 If other users have allowed you to print jobs for them, then you are a print delegate for those users. A list of all users who have selected you as a print delegate will appear. Your user name will appear at the bottom of this list.

Select a user name to view the user's print release queue, or select your own user name from the bottom of the list to view your print release queue.

4 Press the arrow buttons to scroll through the following options and then press the **Check** button to select an option:
- Print Jobs
- Print All Jobs
- Print and Keep Jobs
- Print and Keep All Jobs

Note: Note the page count for each job you select. If the total page count for all of the jobs you selected exceeds your printing quota, then you will not be able to print. When you attempt to print, a message will appear on the printer control panel stating that you do not have enough quota to complete the request. For more information about quotas, see “Understanding quotas” on page 12.

5 From your print queue, select the print jobs you want to print.

Note: If you select **Print All Jobs** or **Print and Keep All Jobs**, then all jobs in the queue will be released for printing and no print queue will appear on the control panel.

Deleting print jobs

1 At a connected printer, enter your authentication credentials (user name and password or card swipe).

Notes:

- Depending on the configuration of your system, you may instead be asked to authenticate after step 2.
- When using a card swipe for authentication, you may be asked to register using your existing user name and password if you have not already done so.

2 On the printer control panel, touch **Print Release**.

3 If your print release queue is displayed, then select the print job or jobs you want to delete.

Or

If other users have allowed you to print jobs for them, then you are a *print delegate* for those users. Instead of your print release queue, you will see a list of all users who have selected you as a print delegate. Your user name will appear at the bottom of this list.

a. Select a user name to view the user's print release queue, or select your own user name from the bottom of the list to view your print release queue.
b. Touch **Next**.
c. Select the print jobs you want to delete.

Note: If you touch the **Select All** button or check box, then all jobs in the queue are selected, including jobs that are not currently displayed on the screen.

4. Select **Delete** or .
5. If prompted, select **Yes** to confirm.

For printers with 4-line control panels

1. At a connected printer, enter your authentication credentials (user name and password or card swipe).

   Notes:

   - Depending on the configuration of your system, you may instead be asked to authenticate after step 2.
   - When using a card swipe for authentication, you may be asked to register using your existing user name and password if you have not already done so.

2. On the printer control panel, select **Print Release**.
3. If other users have allowed you to print jobs for them, then you are a print delegate for those users. A list of all users who have selected you as a print delegate will appear. Your user name will appear at the bottom of this list.

   Select a user name to view the user's print release queue, or select your own user name from the bottom of the list to view your print release queue.

4. Press the arrow buttons to scroll through the following options and then press the **Check** button to select an option:
   - Delete a Job
   - Delete All Jobs
5. From the print queue, select the print job you want to delete.

   Notes:

   - You can delete only one print job at a time.
   - If you select **Delete All Jobs**, then all jobs in the queue will be deleted and no print queue will appear on the control panel.

6. If prompted, select **Yes** to confirm.

Previewing print jobs

Some printer models let you use the control panel to preview the selected print job, select which pages to print, and change print options before printing. The preview option is available when one print job is selected from the print release queue and is not available when multiple jobs are selected.

Notes:

- If you make changes while previewing the print job, then an icon appears next to the job name in the print release queue indicating that options have been configured for that job.
- The icon available on many of the preview screens can be used to reset options to their original values.

Printing all pages

1. Select a print job from the print release queue, and then touch **Preview** or .
2. Touch **-** or **+** to specify the number of copies to print.
3. Touch **Save All Pages**.

   The print release queue appears with the print job selected. When you release the print job, all pages are printed.

Printing the current page

1. Select a print job from the print release queue, and then touch **Preview** or .
2. Touch **-** or **+** to specify the number of copies to print.
3. Touch the arrows at the bottom of the page preview to select the page you want to print.
4. Touch **Save Current Page**.

   The print release queue appears with the print job selected. When you release the print job, the current page is printed.

Selecting pages to print

1. Select a print job from the print release queue, and then touch **Preview** or .
2. Touch **-** or **+** to specify the number of copies to print.
3. Touch **Select Pages**.
4. Depending on the printer model, do one of the following:

   Touch the individual pages you want to print, and then touch **Save selected pages**. You can also touch **Save all pages** to select all pages or **Select page range** to enter a range of pages to print.

   Or

   Enter the range of pages you want to print, and then touch **Save**.

   Note: From the Select pages screen, you can access the Change print options screen. On some printer models, you can also specify the number of copies to print from the Select pages screen.

   The print release queue appears with the print job selected. When you release the print job, the page range you specified is printed.

Changing print options

1. Select a print job from the print release queue, and then touch **Preview** or .
2. Touch **Change print options** or .
3. Touch the print option you want to configure.
4. Configure the option, and then touch to save your changes.
5. When you are finished changing print options, touch **Done** or .

Adding or editing a print delegate

Print delegates are users you have allowed to print for you.

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **Print Release** tab.
2. In the Views section, click **Print Job Delegation**.
3. Click **New** > **Print Job Delegation**.
4. In the User field, type your user name.
5. In the Delegated Users field, type the name of the delegate, or click to search for the delegate's name in the database. If you want to specify more than one delegate, then separate each user name with a semicolon.

   #### To add more than one delegate

   a. Click .
   b. Search for the name (or part of the name) of the user you want to delegate print jobs to.
   c. Click the user's name, and then click **Add**. To select more than one user from the list, hold down the **Shift** or **Ctrl** key, click the names, and then click **Add**.
   d. Continue searching for and adding names, and then click **OK**.
6. Click **OK**.

Notes:

- You cannot add your own user name as a print delegate (you cannot delegate jobs to yourself).
- Only one level of print delegation is allowed. Your print delegates cannot assign the jobs you delegated to them to other users.

To edit print delegations, click .

To delete print delegations, click > **Delete Item** > **OK**.

Viewing the print release queue

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **Print Release** tab.
2. If necessary, in the Views section, click **Print Release Queue**.

   All print jobs in your queue are shown on the page with additional information on each print job, including when it was sent, the file name, the state of the print job, and whether the job was submitted in color or black-and-white (mono).

To delete jobs from the print release queue, click > **Delete Item** > **OK**.

Submitting and printing jobs as a guest

If allowed by the administrator, guests who are not regular users in the system can submit print jobs directly to a printer by e-mail. In the e-mail, guests can attach the documents they want to print, and then they can specify the printer in either the “To” field or the subject line. The e-mail will be sent to the Print Release server, which will send the jobs to be printed immediately at the specified printer.

Notes:

- The guest print feature must be enabled by the administrator and is available only if the administrator has also enabled e-mail submission.
- Guests can e-mail print jobs only to printers that are licensed in the system.

Specifying the printer in an e-mail address tag

If address tags are allowed by the e-mail server, then you can specify the printer in a tag in the “To” field of an e-mail. Use the following format: `emailuser+123.456.7.89@yourcompany.com`, where `emailuser@yourcompany.com` is the e-mail address that the Print Release server monitors for e-mail submissions. The IP address after the “+” character is the address of the printer that the job will be sent to.

Note: If you do not know the Print Release server e-mail address or the printer IP address, then contact the server administrator.

Specifying the printer in the e-mail subject line

To specify the printer in the subject line of an e-mail, type the printer IP address or host name in the subject line using an “-IP” switch in the following format: `Your e-mail subject -IP=123.456.7.89`. The “-IP” switch:

- Is not case sensitive
- Must be preceded by a space
- Can be in the format “/IP” or “-IP”

The following are examples of how to specify the printer in the e-mail subject line:

- `My print jobs for the meeting -IP=123.456.7.89`
- `Print jobs -ip:hostname.yourcompany.com`
- `Here /ip 123.456.7.89 are your jobs`

You can type any valid printer IP address or host name in the subject line using any of the preceding example formats. Depending on the configuration set by the administrator, you can also type only the printer host name in the subject line. For example, `/ip:exampleprinter`.

Note: If you do not know the printer IP address or host name, then contact the server administrator.

E-mailing a job to the printer by scanning a QR code

If allowed by the administrator, you can use a code scanner application on your mobile device to scan a QR (Quick Response) code that contains printer information. Depending on the type of code the administrator has configured, after scanning, you can use your mobile device to either add the Print Release server to your contact list or to attach documents to an e-mail that already contains the server and printer addresses.

Using Accounting

Aside from the regular print, scan, and copy jobs, job information from the following applications is also captured and sent to the server for accounting: Physician Orders Routing, Remote Copy, Scan to HD, Scan to Network, and Solutions Composer (copy, e-mail, FTP, CIFS, and fax tasks).

Viewing job summary

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **Accounting** tab.
2. If necessary, click **Reports**.
3. Specify a range of dates for the job summary you want to view.
4. Click **View Job Summary**.

   A summary of your total jobs for the range of dates you specified appears on the page.

Viewing job reports

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **Accounting** tab.
2. In the Reports section, click the type of jobs for which you want to display a report.
3. Select a job report type.
4. Customize the information that you want to appear on the job report.
5. Click **View Report**.

Notes:

- To export the report in CSV format, click **Export To CSV**.
- If you select “All” from the Groups drop-down menu, then “/” appears under the Group column in the job report.
- Only the information from the first page of a print job is captured and sent to the server for accounting. For example, if a booklet is printed in duplex, but the first page is in simplex, then the entire print job will be considered a simplex print job. It will be included in reports generated for simplex print jobs.
- Failed e-mail or FTP jobs will still be captured and sent to the server for accounting as long as the document has been scanned from the printer successfully. If the e-mail or FTP job is sent to multiple addresses, then only the scanned pages are accounted, not the number of e-mail addresses it was sent to.
- For copy jobs, only print impressions, not scan impressions, are sent to the server for accounting.

Using My e-Task

You can use the My e-Task tab to configure your copy and e-mail preferences and shortcuts.

Note: My e-Task works only on touchscreen printers that support the Embedded Solutions Framework (eSF) v2.0 or later.

Changing the current device language

Configuring this setting ensures that the printer will use your preferred language when you authenticate at the device, regardless of the current device language.

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.
2. In the My Preferences section, from the Current Device Language drop-down menu, select your preferred device language.
3. Click **Update**.

Creating and editing copy preferences

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.
2. From the My Preferences section, click **Start** beside the Copy icon.

   You can also click **Create Copy Preference** in the left pane.
3. To edit copy preferences, click **Edit** from the My Preferences section.
4. From the Copy Settings section, customize the settings.
   - **Sides (Duplex)**—Select the preferred duplex setting for all copy jobs.
   - **Content**—Select the print quality of the copy jobs according to the content.
   - **Darkness**—Set the level of brightness for all copy jobs.
   - **Collate**—Turn on or off the collate function for the printed output.
   - **Color Mode**—Choose between black-and-white (mono) and color printing.
   - **Scale**—Increase or decrease the size of the printed image or text on the page.
   - **Copies**—Specify the number of copies to print.
5. Click **Advanced Settings**, and then customize other settings.
   - **Paper Saver**—Select the number of pages to print on a sheet of paper, or select **Off** to disable this function.
   - **Print Page Borders**—Select the check box to add page borders when printing more than one page on a sheet of paper.
6. Click **Save** to save your preferences, **Restore Defaults** to return all settings to default, or **Cancel** to go back to the My e-Task home page without saving your changes.

Creating and editing e-mail preferences

1 From your Web browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.

2 From the My Preferences section, click **Start** beside the E-mail icon.

You can also click **Create E-mail Preference** in the left pane.

3 To edit e-mail preferences, click **Edit** from the My Preferences section.

4 From the E-mail Settings section, customize the settings.

- Change the prefilled e-mail address in the “To” field, if necessary.
- Fill in the **Subject** and **E-mail Message** fields.
- Click **Add Cc** or **Add Bcc** to send copies of e-mails to additional users, if necessary.

5 Click **Attachment Settings**, and then customize settings for attached files.

- **Original Size**—Select the original size of the image or document attached.
- **Number of Sides**—Select the number of sides of your attachment.
- **Orientation**—Select a page orientation.
- **Binding**—Select **Short Edge** or **Long Edge**.
- **File Information**—Type the file name of the attachment, and then select its file format.

  Note: The file name for the attachment should contain alphanumeric characters only, and should begin with a letter. Spaces in the file name are allowed.
- **Print Transmission Log**—Specify whether to print transmission logs for all e-mails sent or to print only when an error occurs.
- **Color Mode**—Choose between black-and-white and color printing.
- **Content**—Select the print quality of the attachment according to the content.
- **Darkness**—Set the level of brightness for your attachment.
- **Resolution**—Set the image quality.

6 Click **Save** to save your preferences, **Restore Defaults** to return all settings to default, or **Cancel** to go back to the My e-Task home page without saving your changes.

Deleting copy or e-mail preferences

1 From your Web browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.

2 From the My Preferences section, click **Edit** beside the Copy or E-mail icon.

3 Click **Delete** > **OK**.

Creating shortcuts

1 From your Web browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.

2 From the Create New Shortcut section, click the **Copy** or **E-mail** icon, depending on which job you want to create a shortcut for.

Note: You can create up to 8 shortcuts.

3. To use your preferred copy or e-mail settings for the shortcut, select the **Use My Preferences** check box.
4. To make your shortcut appear on the printer home screen, select the **Show on Home Screen** check box.
5. To let your shortcut complete the job with a single touch of a button, select the **One Touch Shortcut** check box.
6. Type a unique name for the shortcut.

   Note: The shortcut name should contain alphanumeric characters only, and should begin with a letter. Spaces in the name are allowed.
7. Select an appropriate icon.
8. If you did not select the Use My Preferences check box, then customize your copy or e-mail settings as necessary.
9. Click **Save**.

Notes:

- If you configure copy or e-mail preferences from the Solutions Platform My e-Task tab, then the next time you authenticate into a printer, your preferences will override the settings of any built-in copy or e-mail shortcuts on the printer. Built-in shortcuts are shortcuts that are created from the printer control panel and then accessed by pressing the **#** button and then a number button on the printer control panel.
- Any built-in shortcuts that you create from the printer control panel are accessible to anyone who uses the printer.

Viewing and editing shortcuts

1. From your browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.
2. To edit a shortcut, click the shortcut icon from the My Shortcuts section.

   Edit the copy or e-mail settings, and then click **Save**.
3. To view all shortcuts, click **View All Shortcuts** from the My Shortcuts section.

   A page listing all created shortcuts opens with the following columns: Shortcut Name, Shortcut Icon, One-Touch Shortcut, and Date Assigned.

   To edit a shortcut from this view, click  beside the shortcut name.

Deleting shortcuts

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **My e-Task** tab.
2. From the My Shortcuts section, click the copy or e-mail shortcut to delete.
3. Click **Delete** > **OK**.

Using shortcuts

1. At a connected printer, enter your authentication credentials (user name and password or card swipe).
2. Load the item you want to copy or e-mail into the printer.

3. On the printer home screen, touch the copy or e-mail shortcut icon you created using the **My e-Task** tab in the Lexmark Solutions Platform. You may need to scroll to the next page of the home screen, depending on how many icons are available.
4. If prompted, configure the copy or e-mail settings.
5. Touch **Copy It** or **Send It**.

   The item is copied or e-mailed using your specified settings.

Troubleshooting

Jobs do not appear in the print release queue

Check the Solutions Platform server address

Make sure you provided the correct IP address for the Solutions Platform server when you installed the print release queue on your workstation or print server. The Windows Add Printer Wizard allows you to complete the installation successfully as long as you provide a valid IP address, even if it is not the correct address for the Solutions Platform server.

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type `control printers`.
3. Press **Enter**, or click **OK**.

   The printers folder opens.
4. Right-click the print release queue, and then click **Printer properties** or **Properties**.
5. Click the **Ports** tab.
6. Click **Configure Port**.
7. Make sure the address in the Printer Name or IP Address field is the correct address for the Solutions Platform server. If you do not know what the address should be, then contact the server administrator.

Shortcuts do not appear on the printer home screen

Try one or more of the following:

Select the Show on Home Screen check box

1. From your Web browser, access the Lexmark Solutions Platform, and then click the **My e‑Task** tab.
2. From the My Shortcuts section, select your shortcut.
3. If it is not already selected, select the **Show on Home Screen** check box, and then click **Save**.

Make sure shortcuts are enabled for the printer

If the **Show on Home Screen** check box is selected in the Lexmark Solutions Platform and your shortcut still does not appear on the printer home screen, then shortcuts may not be enabled for the printer. Contact the printer administrator.

Make sure the printer supports shortcuts

Shortcuts created using My e‑Task can be used only on certain printer models. Contact your Lexmark Solutions Platform administrator to find out which printer models support My e‑Task shortcuts.

“You do not have enough quota to complete the request” message

Check your printing quota

Note the page count for each job you select to print from your print release queue. If the total page count for all of the jobs you selected exceeds your printing quota, then you will not be able to print. When you attempt to print, a message will appear on the printer control panel stating that you do not have enough quota to complete the request. For more information about quotas, see “Understanding quotas” on page 12.

“Invalid File Name” appears when configuring e-mail preferences or shortcuts

Make sure the attachment file name contains alphanumeric characters only

When configuring e-mail preferences or creating an e-mail shortcut on the Lexmark Solutions Platform **My e-Task** tab, use only alphanumeric characters for the File Name setting in the Attachment Settings section. Spaces in the name are allowed.

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