



# Solutions Platform SaaS

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## User's Guide

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October 2011

[www.lexmark.com](http://www.lexmark.com)

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# Overview

*Lexmark™ Solutions Platform SaaS* provides convenient printing options as well as a framework for managing and tracking document output throughout your organization by maximizing the capabilities and benefits of cloud computing. The solution is a cloud service hosted from servers maintained and monitored by Lexmark. It eliminates the need for any specific application to be installed locally on a computer in order to submit print jobs. Users can send print jobs from anywhere and securely release them at any supported Lexmark or third-party device.

The solution is composed of the following core functions: Print Release and Document Accounting. It has a supplementary feature called Mobile Print Service.

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

Using Document Accounting, you can view and export reports of all print jobs being sent to the system as well as monitor copy, scan, e-mail, and fax jobs performed at the printer.

Using Mobile Print Service, you can conveniently submit print jobs through e-mail or through a mobile device using the Lexmark Mobile Printing application offering a greater level of flexibility to your printing needs.

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

For administrator documentation, see the *Configuration Guide*.

## Accessing the Lexmark Solutions Platform SaaS Web portal

- 1 Open a Web browser. In the URL field, type `https://lsp.lexmark.com/companyId`, where `companyId` is the assigned ID for the customer.
- 2 Type your user name and password, and then click **Log In**.

**Note:** Your user name for the Web portal is usually your e-mail address.

## Changing your password

- 1 Open a Web browser. In the URL field, type `https://lsp.lexmark.com/companyId`, where `companyId` is the assigned ID for the customer.
- 2 Click **Reset Password**.
- 3 From the Password Reset page, type your user name. Type your user name again to confirm.
- 4 Click **Request Reset Email > OK**.

An e-mail will be sent to your e-mail address with instructions on how to reset your password.

# Using Print Release

## Submitting print jobs

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

- Add files from your computer to the Lexmark Solutions Platform SaaS Web portal.
- 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 supported printers.
- Submit files by e-mail. Attach one or more documents to an e-mail, and then send the e-mail to the Solutions Platform SaaS server e-mail address. The body of the e-mail can also be released as a separate print job.

**Notes:**

- If you do not know the e-mail address of the Solutions Platform server, then contact the server administrator or customer help desk.
  - E-mail submission is a supplementary feature of the Solutions Platform SaaS, and is available only if purchased by your organization.
- Send files from your iOS or Android mobile device. Install the Lexmark Mobile Printing application on your mobile device, and then print your document from the device.

**Note:** Mobile submission is a supplementary feature of the Solutions Platform SaaS, and is available only if purchased by your organization.

## Submitting print jobs from a Web browser

- 1 From your Web browser, access the Lexmark Solutions Platform SaaS Web portal.
- 2 From the right pane, click **Add Document**.
- 3 From the Add Documents dialog, click **Add Document**, and then browse to the location of the document that you want to print.

To stop adding documents to the queue, click **Cancel**.

**Notes:**

- You can also click the document on your computer, and then drag and drop it to the Add Documents dialog to add to the print queue.
- You can add multiple documents at one time.

- 4 To customize the print job, click  beside the document name.
  - a Customize the following print settings:
    - **Description**—Type a description for your print job if necessary.
    - **Copies**—Select the number of copies that you want to print.
    - **Duplex**—Select whether to turn two-sided printing on or off. To turn duplex printing on, select **Short** for short-edge binding, or **Long** for long-edge binding.
    - **Color**—Select whether to print in black-and-white or in color.
    - **Sides per page**—Select the number of pages to print on one side of paper.

- b** Click **Save > OK**.

**Note:** If you want to delete your print job, then click **X** beside the document name.

- 5** Click **Done**.

## Submitting print jobs from a computer

Make sure you have downloaded the PCL5, PCL XL, or PostScript Lexmark Universal Print Driver appropriate for your computer operating system from the Lexmark support Web site at <http://support.lexmark.com>.

### Installing the printer driver on Windows Vista or Windows 7

- 1** Run the installer file from your computer. Accept the license agreements and setup defaults.
- 2** From the Printer Wizard Information dialog, copy the path to the Lexmark Universal Print Driver files.
- 3** On the Add Printer Wizard dialog, click **Next**.
- 4** Select **Add a network, wireless or Bluetooth printer > The printer that I want isn't listed**.
- 5** From the "Find a printer by name or TCP/IP address" dialog, select **Select a shared printer by name**.
- 6** Click **Browse** to search for the printer, or type the URL to the print queue. For example, <https://lsp.lexmark.com/classes/companyId>, where **companyId** is the assigned ID for the customer.  
Wait a few minutes for the computer to communicate with the server.
- 7** When prompted to install the software, select **Have Disk**.
- 8** In the "Copy manufacturer's files from" field, paste the location of the Lexmark Universal Print Driver files, or click **Browse** and then browse to the INF file for the driver.
- 9** Click **OK**.
- 10** Make sure **Lexmark Universal PS3** is selected, and then click **Next**.
- 11** If prompted, select **Use the driver that is currently installed** or **Keep existing driver**, and then click **Next**.
- 12** Complete the remaining steps in the Add Printer Wizard. Type a descriptive name for the print queue, select whether to use the new print queue as the default, and then print a test page if you want. Click **Finish**.

### Installing the printer driver on Windows XP

- 1** Run the installer file from your computer. Accept the license agreements and setup defaults.
- 2** From the Printer Wizard Information dialog, copy the path to the Lexmark Universal Print Driver files.
- 3** On the Add Printer Wizard dialog, click **Next**.
- 4** Select **A network printer, or a printer attached to another computer**, and then click **Next**.
- 5** Select **Connect to a printer on the Internet or on a home or office network**, and then type the URL to the print queue. For example, <https://lsp.lexmark.com/classes/companyId>, where **companyId** is the assigned ID for the customer.
- 6** When prompted to install the software, select **Have Disk**.
- 7** In the "Copy manufacturer's files from" field, paste the location of the Lexmark Universal Print Driver files, or click **Browse** and browse to the INF file for the driver.

- 8 Make sure **Lexmark Universal PS3** is selected, and then follow the prompts on the computer screen.
- 9 If prompted, select **Use the driver that is currently installed** or **Keep existing driver**, and then click **Next**.
- 10 Complete the remaining steps in the Add Printer Wizard. Type a descriptive name for the print queue, select whether to use the new printer as the default, and then print a test page if you want.

## Sending a print job from a computer

Sending a print job to the print release queue works exactly like sending any other job to a printer from the computer. Click the **Print** option from an application on the computer, and then select the print release queue from the list of installed printers.

## Submitting print jobs through e-mail

- 1 From your e-mail application, compose a new e-mail message.
- 2 In the "To" field, type the server e-mail address.  
**Note:** If you do not know the server e-mail address, then contact your administrator or the customer help desk.
- 3 Add a subject line.
- 4 If necessary, add any information that you want to print in the body of the e-mail.
- 5 If necessary, attach the files that you want to print.
- 6 Send your e-mail message.

**Note:** The body of the e-mail and the attachments are added to your print queue as separate print jobs.

## Submitting print jobs from a mobile device

### Installing Lexmark Mobile Printing

#### On iOS devices

- 1 Download Lexmark Mobile Printing from the iTunes Store.
- 2 Sync the application with your iOS device.

#### On Android devices

- 1 Download Lexmark Mobile Printing from the Android Market.
- 2 Accept the permissions to install the application.

### Creating a print queue

From the Add Device screen of the Lexmark Mobile Printing application, do one of the following:

- Type the URL of the Solutions Platform SaaS cloud server.
- If a QR code has been created with the URL of the cloud server, then capture the QR code to automatically fill in the server information.

## Sending a print job from a mobile device

- Send a print job from an application on your mobile device.
  - 1 Open a document or photo on your device.
  - 2 Using the share function of the document or photo application, open the file in Lexmark Mobile Printing.
  - 3 Configure any print options, and then touch **Print**.
- Send a print job from the Lexmark Mobile Printing application.
  - 1 From the application, do one of the following:
    - Take a picture.
    - Open a saved photo from your albums.
    - Copy text or an image from a document or Web page to the clipboard (for iOS devices only).
  - 2 Touch **Print**.

**Note:** The functions may vary depending on your device.

For more information about Lexmark Mobile Printing, see the printer *User's Guide*.

## Viewing and managing the print queue

- 1 From your Web browser, access the Lexmark Solutions Platform SaaS Web portal.
- 2 From the Print Release section on the left pane, click **My Print Queue**.
- 3 View the following print job information on the right pane.
  - **Document**—This shows the file name of the print jobs in the queue.
  - **Description**—This shows additional information you have added about the print job, if any.
  - **Status**—This shows whether or not the print job is ready for release.
  - **Source**—This shows an icon of how the print job was submitted to the server: from the Web, through e-mail, from a mobile device, or from a computer.
  - **Upload Date**—This shows the date and time the print job was submitted.
- 4 To customize your print queue, mouse over the column header, and then click  to show the drop-down menu.
  - To sort items in the column, select **Sort Ascending** or **Sort Descending**.
  - To add or remove columns, select **Columns**, and then select or clear the check box beside the name of the column that you want to add or remove.

## Changing the default print settings

The default print settings are applied to print jobs submitted from sources that do not go through the printer software. These are jobs submitted from the Web portal or through e-mail.

- 1 From your Web browser, access the Lexmark Solutions Platform SaaS Web portal.
- 2 Click your e-mail address on the upper-left corner of the screen, and then click **My Settings**.

**3** From the Print Settings sections, customize the following:

- **Duplex**—Select whether to turn two-sided printing on or off. To turn duplex printing on, select **Short** for short-edge binding, or **Long** for long-edge binding.
- **Color**—Select whether to print in black-and-white or in color.
- **Copies**—Select the number of copies that you want to print.
- **Sides per page**—Select the number of pages to print on one side of paper.

**4** Click **Save**.

## Releasing print jobs

**1** At a connected printer, enter your authentication credentials (scan a badge or user name and password).

**Notes:**

- Depending on the configuration of your system, you may instead be asked to authenticate after step 2.
- When scanning a badge for authentication, you may be asked to register using your existing e-mail address and password if you have not already done so.

**2** On the printer control panel, touch the Solutions Platform SaaS Print Release icon.

**3** From your print release queue, select the print job or jobs you want to print.

**Notes:**

- 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 only release the print jobs in your queue at one time. 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** Touch **Print** to print the selected jobs and remove them from the queue.

*Or*

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.

## Deleting print jobs

### From the printer

**1** At a connected printer, enter your authentication credentials (e-mail address 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 card swipe for authentication, you may be asked to register using your existing e-mail address and password if you have not already done so.

- 2 On the printer control panel, touch the Solutions Platform SaaS Print Release icon.
- 3 If your print release queue is displayed, then select the print job or 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 Touch **Delete** or .

- 5 If prompted, touch **Yes** to confirm.

## From the Web browser

- 1 From your Web browser, access the Lexmark Solutions Platform SaaS Web portal.
- 2 From the Print Release section on the left pane, click **My Print Queue**.
- 3 On the right pane, locate the print job that you want to delete, and then click **X**.

# Using Document Accounting

## Viewing job summary

- 1 From your Web browser, access the Lexmark Solutions Platform SaaS Web portal.
- 2 From the Document Accounting section on the left pane, click **My Print Jobs**.
- 3 View the following print job information on the right pane:
  - **Jobs to Display**—Select the number of jobs that you want to display on the page.
  - **Total Impressions**—This is the total number of pages in the original document that is printed in all the jobs.

**Note:** An *impression* refers to a page in the original document. The total number of impressions in a job does not change if multiple pages are printed on one side of a sheet of paper. For example, if two pages of the original document are printed on one side of a sheet of paper, then they are still counted as two impressions.
  - **Impressions**—This is the number of pages in the original document that is printed for a particular job.
  - **Device IP Address**—This is the IP address of the printer or print release appliance where the job was released.
  - **Job Name**—This is the file name of the print job.
  - **Color**—This shows whether the print job was printed in black-and-white or in color.
  - **Duplex**—This shows whether the print job was printed in duplex (two-sided printing).
  - **Printed Time**—This is the time when the job was released from the printer or print release appliance.
- 4 To customize the print job columns, mouse over the column header, and then click ▾ to show the drop-down menu.
  - To sort items in the column, select **Sort Ascending** or **Sort Descending**.
  - To add or remove columns, select **Columns**, and then select or clear the check box beside the name of the column that you want to add or remove.

## Generating job reports

The reports provide an overview of the print behavior of users across an entire organization within a specified period.

- 1 From your Web browser, access the Lexmark Solutions Platform SaaS Web portal.
- 2 From the Document Accounting section on the left pane, click **Reports**.
- 3 Specify a start date and end date for the print activity that you want to include in the report.
- 4 Click **Generate Report**.

The report contains the following information:

- **Totals**—This shows the total number of users who submitted jobs, the total number of submitted jobs, and the total number of impressions printed, copied, scanned, e-mailed, or faxed from the connected devices within the specified period.
- **Job Submission**—This shows the number of jobs submitted through each method: e-mails, mobile device, Web portal, and printer driver.

- **Device Usage**—This shows how the connected devices were used based on the number of impressions, whether for copy, scan, e-mail, fax, and others.
- **Print Release Usage**—This shows how print jobs were released through the solution, whether as color or black-and-white jobs.

**Note:** After generating a report, you can download it as a PDF or a Microsoft Excel file for offline use.

# Troubleshooting

## Jobs do not appear in the print release queue

### CHECK THE SOLUTIONS PLATFORM E-MAIL ADDRESS

If print jobs are submitted through e-mail or by attaching documents to an e-mail, then make sure the e-mail was sent to the correct e-mail address. This e-mail address is provided to users when they are added to the system, and is unique for every user.

After the system processes and validates the e-mails sent to the Solutions Platform for release, it sends a confirmation e-mail to the user showing the status of each job. Unless there are problems with connection or conversion, the documents are available in the print queue for release at a connected device at this point.

### CHECK THE SOLUTIONS PLATFORM SERVER ADDRESS

If print jobs are submitted through a printer driver, then 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 lets you 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 dialog, 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 > **Configure Port**.
- 6 Make sure the address in the “Printer Name or IP Address” field is the correct address for the Solutions Platform server.

# Notices

## Edition notice

October 2011

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