PrinterOn On-Premise Server Release Technical Support Notes

Security Note – **PrinterOn strongly recommends using certificate signed by a trusted Certificate Authority (CA) with your PrinterOn service.** Self-signed certificates are not appropriate in a production environment. If you deploy a self-signed certificate, many applications and browsers will warn any user accessing your service that the site may not be secure. For best results, receiving a valid signed certificate from a Certificate Authority is recommended. Self-signed certificates should only be used for testing the system.

PrinterOn Enterprise/Express v4.0.1 Known Issues List

- **Known Issue – Changing User Lookup Rules in Configuration Manager does not behave as expected (SPOCPS-4864)**
  When updating the User Lookup rules in Configuration Manager, an issue occurs that results in the changes not taking effect immediately after clicking the **Apply Settings** button. Instead, the only way to apply the changes is to restart the PrintAnywhere Server component.

  To restart PAS:
    1. In Configuration Manager, click **Home** > **Services**.
    2. In the Services list, locate PrintAnywhere Server and click the adjacent **Restart** button.

- **Known Issue – A valid Service URL must be defined in the license file in order to use some print workflows**
  The Service URL is the address used by external services making API-based print submissions, such as PrintWhere and the PrinterOn Mobile App, to access the PrinterOn Central Print Services (CPS). By default, the PrinterOn software is configured with the Service URL set to the local IP address (127.0.0.1/cps). This URL is not accessible by external services like PrintWhere and the PrinterOn Mobile App, so to use these printing workflows, you must configure the PrinterOn server with a valid, externally accessible Service URL. With version 4.0, the Service URL must be defined in the PrinterOn License file.

  Ideally, you should update the license file with the valid Service URL before installing the PrinterOn software. If you update the file after installing the software, you can upload the new license file into the Configuration Manager at any time.

  To update the Service URL value in your license file:
    1. Log into the PrinterOn.com web admin portal at www.printeron.com/administrators.
    2. Click the Service Details icon (📋).

3. Locate the **Account Profile** section, at the bottom of the page.
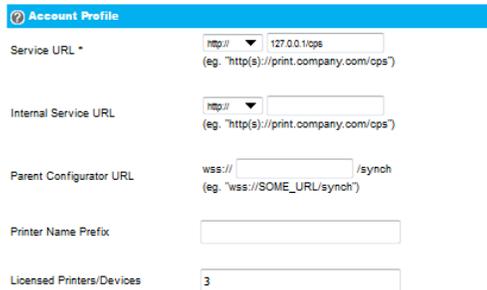
4. In the **Service URL** field, enter the IP or DNS address for the server hosting your PrinterOn software and append /cps to the address value.
5. Click **Update**.
6. Click the Home icon (⌂).
7. In the Print Spot summary section, click **Manage License**. The License Information page appears.
8. In the License Information section, click **Email my license file now**. The updated license is mailed to the associated email account.

To upload the license file into Configuration Manager:

1. In the Configuration Manager, click **Home** > **Licensing**.
2. At the bottom of the page, click **Update License**. The Upload A New License dialog appears.

3. Enter the path to your updated license file, then click **Upload**.

- **Known Issue** – **Preview files are not automatically removed from the server (PAS-4559)**

When using server-side Print Preview, PrinterOn does not automatically delete the preview files generated by the PrintAnywhere Server from the server, which, if left unattended, can result in disk space issues. This issue occurs because the default value of the **Delete Preview Files After** setting was erroneously set to **0** days.

To fix this issue, you should increase the value for this setting. The recommended value is 2 days.

To locate this setting in Configuration Manager:

1. In Configuration Manager, click **Advanced** > **Components**.
2. In the Managed Components list, locate the PrintAnywhere Server and click the adjacent **Configure** button.
3. In the PAS settings, open the **Job Settings** tab.
4. Locate the **Delete Preview Files After** setting in the **Preview Settings** panel.

- **Known Issue – Some PrinterOn Embedded Agents for Samsung/Ricoh are no longer communicating with the PrinterOn Server**
  With the release of PrinterOn Enterprise/Express 4.0, some PrinterOn embedded agents may be unable to communicate with the PrinterOn Server. There can be a couple reasons for this:

    - **An increase in the default SSL/TLS level enabled by the PrinterOn Server.** For security reasons, PrinterOn began disabling TLSv1.0 and proactively implementing TLSv1.1 and TLSv1.2 instead. However, because some embedded agents may still be using earlier protocols, an issue arises that prevents these agents from communicating with the PrinterOn Server.

      This issue impacts two components: Apache Tomcat and PDH. To ensure that the embedded agents can communicate with the server, you'll need to:

        - Edit the Apache Tomcat system.xml file to enable SSLv3 and SSLv2Hello, a protocol that is used to initiate an SSL transaction and specifies the method used to determine what encrypted form should be used.

        - Contact PrinterOn support at support@printeron.com to have the PDH configuration file modified so that PDH permits the use of TLSv1.

      To edit the Apache Tomcat files:
      1. Stop Apache Tomcat.
      2. In a text editor, open the following file:

         C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\conf\server.xml

      3. Locate the following entry:

         <Connector port="443" protocol=org.apache.coyote.http11.Http11NioProtocol" SSLEnabled="true" maxThreads="150" scheme="https" secure="true" clientAuth="false" SSLEnabledProtocols="TLSv1.2,TLSv1.1"

      4. Modify the SSLEnabledProtocols value as follows:

         SSLEnabledProtocols="TLSv1.2,TLSv1.1,TLSv1,SSLv3,SSLv2Hello"

      5. Save the file.
      6. Restart Tomcat.

    - **An embedded agent using an older version of Java that cannot be updated.** The PrinterOn Server upgraded the version of Apache Tomcat with version 4.0, which uses a newer Java library that supports OpenSSL. Because some older embedded agents use an older version of Java that cannot be updated, they are unable to communicate with the newer library used by Tomcat.

      To work around this issue:

      1. Stop Apache Tomcat.
      2. Delete the following file:

         C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\bin\tcnative-1.dll

      3. Restart Tomcat.

      Note: Removing the tcnative-1.dll file forces the embedded agent to use the built-in version of Java security libraries instead of using OpenSSL for secure communication. This change does not introduce a vulnerability, but does result in a lower level of security since it reduces the SSL/TLS level used during communication. You should review the latest Java security notices before going ahead with this change, as PrinterOn has not tested all possible impacts.

- **Known Issue – When using Azure AD and printing with PrintWhere, authentication may erroneously be reported as successful, even when it fails**
  When printing using PrintWhere and using Azure AD as the authentication method, PrintWhere redirects users to an Azure AD browser form to authenticate. In rare cases, authentication may fail even after the user receives a message indicating that they have successfully authenticated. This is typically due to a network issue, and the timing of the Success message from Azure AD.

  Authentication is a two-step process:

  - First, PrintWhere requests an authorization code for the user, which is received from Azure AD after the user successfully provides valid user credentials.
  - After receiving the authorization code, PrintWhere makes a second request, returning the authorization code back to Azure and awaiting an Authentication Token in response.

  Azure AD displays the Success message after the first step of the process. However, if the second step is blocked for any reason, authentication ultimately fails, even though the user is told it was successful.

- **Known Issue – Issues using Azure AD authentication with PrintWhere**
  When using Azure AD as the authenticator for the PrinterOn service, issues with authentication from PrintWhere have been observed:

  - o When the user is already logged in to Azure from another application, PrintWhere erroneously prompts the user to provide their credentials.
  - o When the user logs into Azure through PrintWhere, the user is not prompted for credentials when using other Azure web pages.

- **Known Issue – A default job owner value is not provided for unknown users**
  When the Authentication method is set to **Skip Login** or **Inactive**, no default job owner ID is provided. Instead the job owner is identified as Unknown in the Queue Monitor and in Reports.

- **Known Issue – Azure guest accounts fail when printing to non-guest printers**
  When the Authentication method is set to **Azure AD**, print jobs originating from guest accounts (that is, accounts that are not an Azure accounts) fail when printing using AirPrint.

- **Known Issue – PrintWhere does not detect changes in the Authentication method (PWC-6759)**
  If you change only the Authentication method used by the PrinterOn Server, PrintWhere does not detect the change, and continues to try to authenticate users with previously supplied credentials. As a result, PrintWhere may erroneously prevent access to printers to which a user should have access. To work around this issue, users should clear their credentials in PrintWhere, and, if necessary, re-enter them.

- **Known Issue – Elements in the PrintWhere UI may appear slightly truncated**
  When using PrintWhere on a computer that has the display scaling set to a value other than 100%, certain elements within the PrintWhere UI may be displayed incorrectly, causing them to appear truncated or squashed.

Important Release Information and Technical and Deployment Support Notes

During the course of product development and support, configurations are identified that may affect certain customers based on their specific deployment or usage patterns. While PrinterOn strives to address all issues within our products there are some cases where special configurations or changes are required to address certain issues. The items listed below describe common deployment scenarios that require additional configuration or procedures to be completed. PrinterOn may provide configuration adjustments or alternative solutions to the issues in future releases.

Please note these workarounds should be applied only if your service is encountering the symptoms described below.

- **Upgrade Note – Upgrading from PrinterOn Enterprise 2.5 to PrinterOn Server 3.x Enterprise Edition**
  It is possible to upgrade from version 2.5 to 3.X of the PrinterOn Server but you MUST only update under the following conditions:
    - You are upgrading from PrinterOn Enterprise 2.5 to PrinterOn Server 3.X Enterprise Edition. Upgrading to Express Edition will cause problems with your installation.
    - You must upgrade versions released before to 2.5 (ex. 2.3) to version 2.5 before starting the upgrade to 3.X.

- **Implementation Note – PrinterOn Deployment Modes**
  Version 3.1.x of the PrinterOn Server now provides multiple deployment options. These are On-Premise (no internet connection) and Hybrid:
    - On-Premise (no internet connection):
        - This is the new DEFAULT configuration for the server
        - No Internet communication is required.
    - Hybrid:
        - All communication from server components communicate through the Central Print Services component before communicating with the Directory
        - This is the traditional PrinterOn configuration for the server

  Note: Switching between deployments is NOT recommended.
    - Reporting information is not maintained when switching from On-Premise to Hybrid.
    - Printer settings and reporting information is not maintained when switching from On-Premise to Hybrid.

- **Implementation Note – New License File Format for Version 3.x.x Edition**
  All Editions of PrinterOn Server 3.0, including Express and Enterprise Editions use a new license file format. The correct version is emailed to the administrator when requested using the PrinterOn website. If an older license file version is needed for previous versions, you can access the old license by requesting it on the PrinterOn Administrators Console on https://www.printeron.net under the **Software** section.

- **Symptom – Office documents fail to print**
  Some users have reported errors printing to some Microsoft Office files when deploying PrinterOn Server along with Microsoft Office. The issue is caused by a change in Windows permissions. The change impacts automation to some installations of Windows Server 2012 and Server 2008.

  Please Note: PrinterOn is working toward a solution that will remove the need to perform these manual steps in an upcoming service release.

  Resolution – Modify the DCOM configuration for Office applications
  1. From the command prompt type "*mmc -32*"
  2. Expand **Component Services** select DCOM Config
  3. Perform the following step for each of the following entries:
       a. Microsoft Word 97 -2003 Document
       b. Microsoft Excel 97 -2003 Document
       c. Microsoft PowerPoint 97 -2003 Document
       d. Microsoft PowerPoint Slide
       e. Microsoft Visio 97 -2003 Document (if installed)
     Note: The version information above is correct, even if a later version is installed.
     Note: Not all options will be available for all installations.
  4. Right-click and select **Properties**
  5. Select the Identity tab
  6. Select "**This User**"
     Note: Enter the same dedicated Local Administrator user, created to run the PrinterOn Services
  7. Click Apply
  8. Restart the Processing Server service.

- **Symptom – After upgrade to 3.x, existing LDAP/AD server cannot be edited**
  This issue is caused when
  o Upgrading from Enterprise 2.5 to PrinterOn Server 3.x
  o The name of the LDAP/AD contains special characters, including "/"

  To resolve this issue, log into the old CPS configuration page at http://<serverip>/cps/admin and change the name of the LDAP/AD server.
  Note, that this only affects the name of the configuration profile as it is shown in the drop down list.

- **Upgrade Note – Print Delivery Hub Licensing**
  As part of the PrinterOn Server 3.0 release, Print Delivery Hub deployments are now managed via a serial number system. To install and enable a Print Delivery Hub, you must be provided access to the Print Delivery Hub Licensing page.

  To receive PDH access and licensing
  1. Contact PrinterOn to activate your license.
  2. Log onto the PrinterOn website at https://www.printeron.net/administrators.
  3. Navigate to the Software Page.
  4. Locate the PDH Serial Number section and create a new Serial Number.
  5. Request a new license file to be emailed to you on the PrinterOn Website.

- **Upgrade Note – PrintAnywhere Licensing**
  As part of the PrinterOn Server 3.0 release, PrintAnywhere Server deployments are now managed via a serial number system. To install and enable multiple PrintAnywhere servers, multiple Serial Numbers must be created.

  To create PrintAnywhere server serial numbers
  1. Log onto the PrinterOn website at https://www.printeron.net/administrators.
  2. Navigate to the **Software Page.**
  3. Locate the PrintAnywhere Serial Number section and create a new Serial Number.
  4. Request a new license file to be emailed to you on the PrinterOn Website.

- **How To – Enable PrintAnywhere to receive print jobs from CPS on an alternate server**
  For security reasons, by default the PASServlet, hosted by Tomcat, will only accept jobs from specific servers or IP addresses. To allow other CPS instances to submit jobs to PrintAnywhere, follow the instructions below:
  1. From the server hosting PrintAnywhere, stop the Apache Tomcat service.
  2. Navigate to C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\Conf.
  3. Edit the server.xml file in Notepad.
  4. Locate this section:

  ```
  <Context path="/PasServlet">
      <Valve className="org.apache.catalina.valves.RemoteAddrValve"
              allow="127\.0\.0\.1"/>
  </Context>
  ```
  5. Change the "allow=" value to reflect the IP address of the server hosting CPS.
      a. For example: allow="172\.16\.39\.52" **OR** allow="172.16.39.52"
      b. If enabling email printing, or if you have multiple CPS servers, you can enter multiple IPs by separating with a pipe character (|). For example: allow="127.0.0.1|172.16.39.52"
  6. Save changes to server.xml.
  7. Start the Apache Tomcat service.

- **Installation Note – Install .NET Frameworks Before Upgrading (EWS Support) – 2.5 and earlier**
  If upgrading an existing PrinterOn Enterprise server prior to version 2.5, ensure that the Microsoft .NET frameworks are installed prior starting the upgrade. Failing to add the .NET frameworks may cause problems launching the PrintAnywhere Configuration utility. In Windows 2008R2 or Windows 2012R2:
  1. Launch Server Manager.
  2. Click Features.
  3. Select Add Features.
  4. Expand the .NET Framework Features.
  5. Select ONLY .NET Framework.

- **How To – Select a default encoding for TXT files loaded in Microsoft Word and LibreOffice**
  In some environments, users may regularly submit TXT files with a specific encoding, such as Korean or Japanese. Microsoft Word attempts to detect the encoding automatically but the results are not always correct.
  Enabling the following option will load TXT files using the specified encoding by default.
  The default encoding is set only if:
    - The TXT file encoding is NOT UTF-8 or Unicode

  For version 3.0
  NOTE: Version 3.0 supports this feature for both Microsoft Word and LibreOffice
  Version 3.0 of the PrinterOn On-Premise server has introduced an option to enable this functionality.
    - Select Advanced -> Components
    - Select "Configure" next to PrintAnywhere
    - Select Formats
    - Enable your preferred encoding and Apply Settings.

  For version 2.5
  NOTE: Version 2.5 only supports Microsoft Word.
  There is no configuration interface for this option, and the options must be configured manually.
  NOTE: Backup the configuration XML file before applying the changes.

    - Locate file: *C:\ProgramData\PrinterOn Corporation\PrintAnywhere\Config\User\ProcessingServerConfig.xml*
    - Load the file using notepad or other text file editors
    - Locate the following: </pasProcessingServerConfig>
    - Add the following line directly above </pasProcessingServerConfig>
      - **<defaultEncoding>949</defaultEncoding>**
    - The default encoding can be changed by replacing 949 with one of the following encoding values:
      - Cyrillic = 1251
      - Hebrew = 1255
      - Korean = 949
      - Simplified Chinese = 936
      - Traditional Chinese = 950
    - Save the edited file
    - Restart the Processing Server

- **How To – Force "Best Fit" output for PowerPoint jobs**
  In some cases, it may be desirable to ignore orientation print options for PPT documents submitted to the print server using a print client or Mobile App that allows users to select specific orientation options. Force "Best Fit" for PPT files will cause the application to ignore options submitted by the user that may not result in optimal output.

  For version 3.0
  Version 3.0 of the PrinterOn On-Premise server has introduced an option to enable this functionality.
  - Select Advanced -> Components
  - Select "Configure" next to PrintAnywhere
  - Select Formats
  - Enable the option and Apply Settings

  For version 2.5
  To enable this option, changes must be made to the Windows registry. The steps below should only be performed by administrators comfortable with modifying the Windows registry
  - Launch Regedit
  - Locate: HKEY_LOCAL_MACHINE\PrinterOn Corporation\PrintAnywhere
  - Create a new Registry Value
    - Type = DWORD
    - Name = PPT_IgnoreOrient
    - Value = 1 (note setting the value to 0 will disable the option)

- **Symptom – Google Cloud Print jobs not being received by PDG**
  Google Cloud Print relies on the XMPP protocol to notify clients, including PDG, that print jobs are available for processing. In some environments, a network may block XMPP communication; a common scenario is when a proxy is used. This is a limitation of the Google Cloud Print communication protocol. To work around this issue, an exception may be made in the network proxy configuration. By default GCP uses port 5222 for XMPP notifications.

- **Symptom – Error PAS00127 reported on Windows 2012R2 using Ricoh Universal PCL6v3**
  If users are receiving error PAS 127 when printing on a Windows 2012 R2 server, verify that the latest Ricoh Universal Driver is selected. Customers have reported receiving this error using version 3 of the Ricoh universal driver that have been resolved using version 4.

- **Symptom – PDG reports an error selecting a printer for PQMS on Window 2012**
  On Windows 2012 and later, Microsoft uses v4 drivers for many of the, default included print drivers. The PDG does not support v4 drivers. If you encounter this issue, attempt to locate a print driver from the printer manufacturer to install on the server (more commonly available for download) and install the driver manually.

- **Symptom – PDG fails to submit print jobs after upgrade (from version prior to 2.3 to 2.5 with SSL disabled)**
  When upgrading from a version of Enterprise prior to version 2.3 and SSL is not enabled, the Print Delivery Gateway may not be able to submit print jobs to CPS. This is due to changes in SSL configuration. The Enterprise installer does not modify the Tomcat SSL configuration automatically.

  To re-enable communication, the following changes must be made to Tomcat:
  1. Stop Apache Tomcat.
  2. In a text editor, open the following file:

     C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\conf\server.xml

  3. Locate the following entry:

     <Connector port="8009" protocol="AJP/1.3" redirectPort="8443" />

     Then, below this entry, add the following text:

     <Connector port="443" protocol="org.apache.coyote.http11.Http11NioProtocol" SSLEnabled="true" maxThreads="150" scheme="https" secure="true" clientAuth="false" sslProtocol="TLS" keystoreFile="C:\ProgramData\PrinterOn Corporation\KeyStore\keystore" keystorePass="secretpassword"/>

  4. Save the edited file.
  5. Restart Apache Tomcat.

- **Symptom – HTML print requests appear cropped or zoomed.**
  PrinterOn Enterprise uses the Windows platform HTML rendering engine to print HTML content and URLs. In order to correctly render the HTML content, the Enterprise server must have access to printer and font information available on the operating system. The proper user credentials must be configured for the PrintAnywhere Windows Services to access this information.

  The PrinterOn Enterprise Server should be installed and configured to use a Window's User Account with Local Administrator access credentials. The SYSTEM account may not be used.
  The account you use should be accessed and logged into at least once prior to installation.

  Resolution – Modify the PrintAnywhere Processing Server Service Credentials
  1. Navigate to Control Panel->Administrator Tools->Services
  2. Locate the PrinterOn Processing Server service
  3. Select the Log On tab in the dialog.
  4. Ensure "*This Account*" is selected.
  5. Enter a valid account with Local Administrator permissions.
  6. Restart the Processing Server service.

- **Symptom** – **Upgrading users only - Far East characters are not displayed properly, in the CPS user interface, when printing using web upload.**

  NOTE: For version 2.5 only
  CPS utilizes Tomcat as a host for the application. The Tomcat default character encoding included with previous Enterprise installations did not support all character sets. The following steps will update the Tomcat configuration settings. These same settings are included by default in new Enterprise installations.

  Resolution
  1. Navigate to C:\Program Files(x86)\PrinterOn Corporation\Apache Tomcat\bin (64-bit)
  2. Double-click on the tomcat7w.exe
  3. Select the Java tab
  4. Under Java Options click on the bottom, empty line, to add a new option. Type:
      a. -Dfile.encoding=ISO-8859-1
      b. Note, there is NO space between –D and file.encoding.

- **Update** – **CPS customization files location (version 3.0 and higher)**
  Images for Web Print are located under:
  - C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\webapps\cps\images\new

  Colors and Styles for Web Print are located under:
  - C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\webapps\cps\css
    - custom.css

  The CPS resource files are now located in a .jar file include with the installation. To modify contents of the jar file, a user can simply rename the file to .zip and modify the resource information.

  1. Navigate to C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\webapps\cps\WEB-INF\lib
  2. Make a backup copy of the cpsweb-x.x.x.jar file
  3. Make a temporary copy of the file (to be modified) and rename it by adding the zip file extension. Ex: cpsLib.jar.zip
  4. Double click the file which allows you to navigate the folder structure
      a. Navigate to \cpsLib.jar.zip\com\printeron\cps\resources
  5. Locate the file you would like to modify. You may drag the file to the desktop or the temporary folder to make changes.
  6. Open the file as you normally would with 'Notepad' or your favorite text editor, make the changes, save the file, then drag the file back into the zipped folder you currently have opened where you dragged the file from in the first place
      a. Copy and replace the file over top of the file currently in the location
  7. Close the zipped folder you currently have opened, then rename the cpsLib.jar.zip file back to cpsLib.jar
  8. Stop the Apache Tomcat service
  9. Copy the cpsLib.jar file you just made changes to back to: C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\webapps\cps\WEB-INF\lib
      a. Overwriting the file
  10. Start the Apache Tomcat service then refresh your browser
  Note: you might need to delete your browsers cache

- **Update – CPS customization files location (version 2.5 and earlier)**

  The CPS resource files are now located in a .jar file include with the installation. To modify contents of the jar file, a user can simply rename the file to .zip and modify the resource information.

  1. Navigate to C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\webapps\cps\WEB-INF\lib.
  2. Make a backup copy of the cpsLib.jar file, then make a temporary copy of the file (to be modified) and rename it by adding the zip file extension.

     For example: cpsLib.jar.zip
  3. Double click the file, which allows you to navigate the folder structure, then navigate to \cpsLib.jar.zip\com\printeron\cps\resources.
  4. Locate the file you would like to modify. You can drag the file to the desktop or the temporary folder to make changes.
  5. Open the file as you normally would with a text editor, then:
     - make the changes
     - save the file
     - drag the file back into the zipped folder, where you dragged the file from in the first place, replacing the file over top of the file currently in the location
  6. Close the zipped folder you currently have opened, then rename the cpsLib.jar.zip file back to cpsLib.jar.
  7. Stop the Apache Tomcat service.
  8. Copy the cpsLib.jar file you just made changes to back to: C:\Program Files (x86)\PrinterOn Corporation\Apache Tomcat\webapps\cps\WEB-INF\lib, overwriting the file.
  9. Restart the Apache Tomcat service then refresh your browser.

     Note: you might need to delete your browsers cache.

How To – Enable Support for Self-Signed Certificates for PrinterOn Directory Communication
NOTE: The following configuration should only be used in a controlled environment by qualified IT security staff, disabling string certificate validation decreases the system security in most circumstances.

Some networks use services such as a "Man in the Middle" proxy server to provide additional monitoring. When installed, these proxy servers will modify SSL certificates used by the PrinterOn Server to communicate with the PrinterOn Directory. As a result, the PrinterOn Server must be configured to accept these certificates.

There is no configuration option to apply this setting in the user interface. Follow the steps below:

1. Browse to folder: C:\Program Files\PrinterOn Corporation\Apache Tomcat\Conf
2. Open CPS_Config.xml
3. Locate the following XML:
   <enableSSLVerify>true</enableSSLVerify>
4. Modify the value to
   <enableSSLVerify>false</enableSSLVerify>
5. Restart Tomcat

Please contact support@printeron.com if you have any questions.