



# PrinterOn Agent for HP Workpath

Setup Guide for PrinterOn Enterprise



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# Contents

Chapter 1: Introduction .....	3
Overview: Setting up the HP Workpath App for PrinterOn .....	4
PrinterOn service prerequisites .....	5
Chapter 2: Deploying the PrinterOn Agent for HP Workpath to the printer .....	6
Before you begin .....	6
Deploying the HP Workpath PrinterOn Agent through HP Command Center .....	7
Add the PrinterOn Agent to your Solution Portfolio .....	7
Configuring the printer .....	8
Assigning the printer to your HP Workpath account .....	10
Deploying and installing the PrinterOn Agent on the printer .....	11
Chapter 3: Registering your HP printer with your PrinterOn service .....	13
Creating a printer listing for the HP printer .....	14
Configuring the printer identity .....	15
Configuring the printer driver .....	15
Defining the output destination .....	16
Configuring the release settings .....	17
Enabling the PrinterOn Agent software .....	18
Adding a new PDS to your PrinterOn Service .....	18
Configuring the PrinterOn Agent software .....	19
Attaching the printer listing to the PrinterOn Agent .....	22

Chapter 4: Printing to your HP printer using the PrinterOn service .....	24
Submitting a print job to your printer .....	24
Printing using the Mobile printing workflow .....	25
Releasing print jobs .....	27
 Chapter 5: Configuring and customizing the PrinterOn Agent .....	 28
Restricting printer access .....	29
Enabling authentication for the PrinterOn agent .....	29
Configuring the authentication workflow .....	30
Using your printer as a job router .....	31
Adding the printer to a Secure Release Anywhere pool .....	34

# 1

## Introduction

The PrinterOn Agent for HP Workpath lets you turn your HP printer into an enterprise print solution. The HP Workpath platform (formerly HP JetAdvantage Link) provides SDKs that PrinterOn has used to create an app that, once installed on an HP Workpath-compatible printer, turns the printer into a Print Delivery Station, the software component that links the physical printer with PrinterOn's print infrastructure.

For a list of compatible printers, see [Compatible Devices](#) on the HP Developer portal.

By installing the PrinterOn Agent and registering the printer with your PrinterOn service, you can make your printer available to anybody, using just about any device, even if they are not connected to the same network as your printer.

Once the app is installed and configured, a user can submit a document to your HP printer in any of the following ways:

- through any web browser, by uploading it your PrinterOn web print portal.
- from their mobile device, through the PrinterOn Mobile App for iOS or Android.
- by emailing the document directly to a printer-specific email address, assigned to it by PrinterOn.

The PrinterOn solution balances access, convenience, and security. For example, you can use your existing LDAP server to restrict printer access to only authorized users. Or, you can require users to enter release codes at the printer before their documents are printed.

With a bit of configuration, you can have your printer ready to receive print jobs. This document will lead you through the steps you'll need to complete to get set up, and then show you how to print to your new cloud print printer.

The PrinterOn Agent supports both the PrinterOn Public and PrinterOn Enterprise solutions. **This guide is intended for PrinterOn Enterprise users only.**

## 1.1 Overview: Setting up the HP Workpath App for PrinterOn

To enable the PrinterOn Workpath app for your Workpath printer, you'll need to complete the following tasks:

1. **Purchase and install PrinterOn Enterprise.** To use the PrinterOn service to extend your HP printer beyond your local network, you must first have a PrinterOn license and have PrinterOn Enterprise installed on a local server.

For more information about purchasing PrinterOn Enterprise, please contact your local dealer or reseller, or contact PrinterOn directly at:

- Email: [sales@printeron.com](mailto:sales@printeron.com)
- Website: [www.printeron.com/company/contact-us.html](http://www.printeron.com/company/contact-us.html)

2. **Install** the PrinterOn Agent for HP Workpath software on your HP printer.
3. **Register the PrinterOn Workpath app with your PrinterOn service.** Registering your printer associates the printer with your PrinterOn Enterprise service.
4. **Print using the PrinterOn service and your HP printer.** With the PrinterOn Agent installed and your printer registered, you're ready to take the PrinterOn service for a test run.
5. **Customize your printer settings and PrinterOn service.** Control access to your printer. Define the authentication workflow. Use your HP printer to route print jobs to other printers. Add the printer to a Secure Release Anywhere printer pool. Or configure any of the many other settings to take advantage of other features offered by the PrinterOn Service.

## 1.2 PrinterOn service prerequisites

To use the PrinterOn Agent for HP Workpath with your HP printer, you must meet the following prerequisites.

Prerequisite	Description
<b>Printer compatibility</b>	Your printer must support the HP Workpath platform. For a full list of Workpath-compatible HP printers, please <a href="#">click here</a> .
<b>PrinterOn license</b>	You must have a valid PrinterOn license and an instance of PrinterOn Enterprise installed on premise to use with the HP printer. The PrinterOn Agent for HP Workpath is designed to work with a PrinterOn service that has already been installed and configured for use. Please note that the HP printer does not include or provide an additional PrinterOn license. The HP printer will be associated with an existing PrinterOn license.
<b>Administrator privileges</b>	You must be an administrator of the PrinterOn Enterprise service to register the printer with PrinterOn.
<b>Print Delivery Hub</b>	You must have a Print Delivery Hub (PDH) installed and configured for your PrinterOn Enterprise service. All print jobs submitted using the PrinterOn service are routed through the PDH to the PrinterOn Agent.

# 2

## Deploying the PrinterOn Agent for HP Workpath to the printer

The PrinterOn Agent for HP Workpath is deployed to the printer through HP Command Center, a cloud-based dashboard through which you can manage your HP devices and access a repository of Workpath apps that you can install on them. With HP Command Center, you can deploy one or more apps to one or more devices at once.

### 2.1 Before you begin

Before deploying the PrinterOn Agent for HP Workpath, ensure that you have met the following prerequisites:

- You have an HP Command Center account and have created a password
- Your printer is compatible with the HP Workpath platform
- Your printer is running HP FutureSmart frmZDre version 4.9 or newer.

**Note:** Printers running older frmZDre versions cannot access the HP Workpath Platform or use HP Workpath apps.

- Your printer has enough memory to run HP Workpath apps
- You have set an Embedded Web Server (EWS) password (optional but required to perform some steps)
- You have set the necessary proxy settings for your printer, if your network environment uses a proxy server

- You are using genuine HP cartridges on the printer. If non-HP supplies are installed, HP Workpath Apps cannot be installed and/or used.

## 2.2 Deploying the HP Workpath PrinterOn Agent through HP Command Center

To deploy an app using HP command center, you need to complete the following tasks:

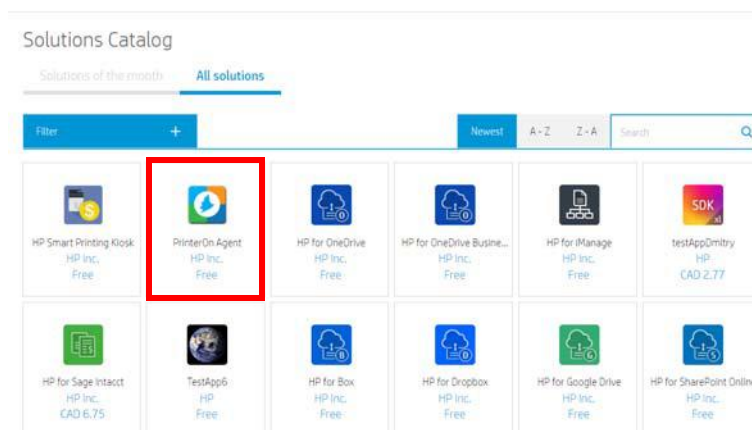
1. [Add the PrinterOn Agent to your Solution Portfolio.](#)
2. [Configure the printer to accept the PrinterOn Agent.](#)
3. [Add the printer to your HP Workpath account.](#)
4. [Deploy and install the PrinterOn Agent.](#)

### Add the PrinterOn Agent to your Solution Portfolio

The first step in deploying the PrinterOn Agent to your printer is to add the agent to your solution portfolio. Only apps in the Solution Portfolio can be installed on the printer. By adding an app to the Solution Portfolio, you are in effect granting it permission to be installed.

To add the PrinterOn Agent to the Solution Portfolio.

1. Log in to HP Command Center.
2. On the main menu, click the **Solutions** tab.
3. In the Solutions Catalog (located just below the Solution Portfolio) select the PrinterOn Agent icon.





4. In the solutions detail dialog, select **Add**.
5. Accept the Terms and Conditions and Privacy Policy.
6. Select **Add**. The app is added to the Solution Portfolio.

With this stage complete, you can now configure the printer.

## Configuring the printer

To install HP Workpath apps on the printer, the printer must first be configured so that it can communicate with the HP Command Center and receive requests to install apps. This involves completing the following tasks:

1. [Enabling the HP Web Services in the Embedded Web Service \(EWS\)](#).
2. [Enabling the HP Workpath \(also known as JetAdvantage Link\) platform on the printer](#).
3. [Connecting the printer to the HP Command Center](#).

Unless you are installing the PrinterOn Agent on a brand new printer, it is likely that some or all of these tasks have already been completed.

**Note:** If, after completing the tasks in this section, you have issues installing or running the PrinterOn Agent, you may need to complete some additional steps to ensure that your printer can successfully install and run HP Workpath apps. For example, you may need to update your printer firmware, configure network proxy information, or add additional memory to support the app. For more information, refer to the [HP Workpath Apps - Deployment Guide using HP Command Center](#).

### Enabling the HP Web Services in the Embedded Web Service (EWS)

To enable HP Web Services on the printer, follow these steps:

1. Open the EWS in a web browser and log in using your Administrator credentials.
2. Select the **HP Web Services** tab.
3. Select the **Enable HP Web Services** check box.
4. Click the **Turn ON** button (if the services were turned off after activation).

## Enabling the HP Workpath (also known as JetAdvantage Link) platform on the printer

The HP Workpath platform is disabled by default, which means the printer cannot run Workpath apps until it is enabled.

To enable the HP Workpath platform on the printer, follow these steps:

**Note:** After completing the printer set up process, these settings can also be adjusted from within the HP Command Center app.

1. In the EWS, select the Security tab and select **General Security** from the left pane.
2. Locate the **HP JetAdvantage Link Platform** section, select **Enable**. Once the platform is enabled, the printer must be rebooted to complete the setup.
3. Select **Restart** and then wait for the printer to reboot and return to Ready. Do not interrupt this process. It might take several minutes.

## Connecting the printer to the HP Command Center

To use HP Workpath Apps, the printer must be connected to HP Command Center. If the printer has not already been connected to an HP Command Center account, then you'll need to initiate this connection by logging into HP Command Center from the printer's control panel.

**Note:** While this first connection must be initiated from the printer, after the printer has been registered with one HP Command Center account, you can add it to additional accounts remotely from HP Command Center.

1. Check the network environment, make sure a proxy is set (if applicable), and make sure an administrator password is set in the EWS before performing these steps.
2. Check the printer control panel to make sure the HP Command Center app is visible.



**Note:** After installing the latest HP FutureSmart frmZDre version 4.9, the HP Command Center app should be available by default on the 3rd screen of the control panel.

3. If the app(s) is hidden from the printer control panel, unhide the app in the Embedded Web Server. For instructions, see section [Customize the order in which apps display on the control panel in HP Workpath Apps - Deployment Guide using HP Command Center](#).
4. If prompted, click Web Proxy Setup to configure the Web Proxy. For more information, refer to [HP Workpath Apps - Deployment Guide using HP Command Center](#).
5. If prompted, register with HP Web Services. This step is only required once. For more information, refer to [HP Workpath Apps - Deployment Guide using HP Command Center](#).
6. Use a phone to scan the QR code. The HP Command Center claim screen opens.

**Note:** You can also write down the claim code, open a web browser, and go to [hpcommandcenter.com/claim](https://hpcommandcenter.com/claim).

7. Navigate to the HP Command Center at <https://www.hpcommandcenter.com> and log in with administrator credentials.
8. If not automatically populated, type the claim code and click **Verify**.

The printer is discovered by and connected to HP Command Center. You can now add the printer to your HP Workpath account.

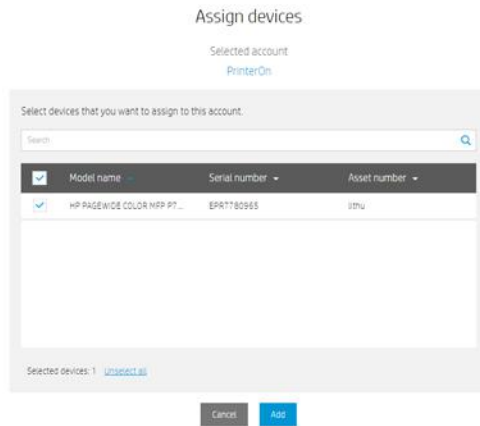
## Assigning the printer to your HP Workpath account

You'll need to assign your printer to your HP Workpath account to make it available as a target for the PrinterOn Agent installation.

To assign your printer to your account.

1. Log into HP Command Center with administrator credentials.
2. From the **Accounts** menu, select your account.

3. In the Devices pane, select **Assign Devices**. HP Command Center searches the network and returns a list of devices.



4. Select the printer you want to install the PrinterOn Agent on from the list and select **Add**.

Assuming the printer meets all the prerequisite conditions to support a Workpath app, you can now install the PrinterOn Agent onto the printer.

## Deploying and installing the PrinterOn Agent on the printer

You can install the PrinterOn Agent on one or more printers using HP Command Center.

To install the PrinterOn Agent:

1. Log into HP Command Center with administrator credentials.
2. From the **Accounts** menu, select an account.
3. In the Solutions pane, select **Add Solutions**. The list of available apps in the Solution Portfolio appears.
4. Locate and select the PrinterOn Agent app from the list and select **Add**. The PrinterOn Agent is added to the list of solutions.
5. Select the PrinterOn Agent in the Solutions to add it to the printer(s) and select **Manage**.
6. Select the printer(s) to which you want to add the app, then click **Next**.
7. Select **Install Now** or **Schedule Installation** to install later within 72 hours.

## 2.3 Next steps

Once you have successfully installed the PrinterOn Agent, you can continue on to the following tasks:

1. [Register the PrinterOn Agent software with your PrinterOn service](#). Registering your printer associates the printer with your PrinterOn account.
2. [Print using the PrinterOn service and your HP printer](#). With your printer registered, you're ready to take the PrinterOn cloud print service for a test run.
3. [Customize your printer settings and PrinterOn service](#). Control access to your printer. Define the authentication workflow. Use your HP printer to route print jobs to other printers. Add the printer to a Secure Release Anywhere printer pool. Or configure any of the many other settings to take advantage of other features offered by the PrinterOn Service.


# 3

## Registering your HP printer with your PrinterOn service

The last step in the setup process before you can print is to register your printer with PrinterOn. The registration process connects your HP printer with your PrinterOn service, which allows PrinterOn to communicate with the PrinterOn agent on your printer and to make your printer available in your PrinterOn Enterprise directory. Once the printer is listed, users can select it as their destination printer when they print using one of the enabled printing workflows.

Registering your HP printer with your PrinterOn Enterprise service is a manual process that you perform in the PrinterOn Configuration Manager.

To register your HP printer:

1. Launch and log into the PrinterOn Configuration Manager. For details, see “Exploring the Configuration Manager” in the *PrinterOn Enterprise Configuration Guide*.
2. In the Configuration Manager, click , then click **Show Advanced Settings**.


**Important!** It is essential that you enable this setting. Some of the settings you need to set to properly register and configure your HP printer are only displayed when Advanced Settings are displayed.

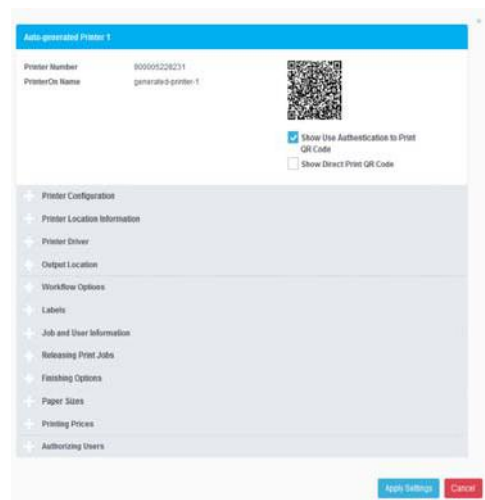
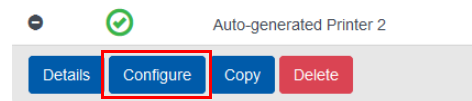
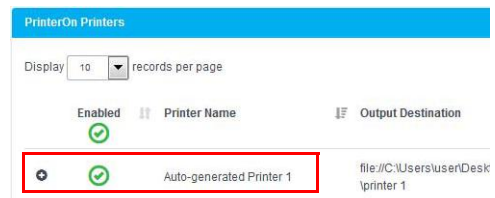
3. Complete the following tasks:
  - a) [Create a printer listing for the HP printer.](#)
  - b) [Add the PrinterOn embedded agent to your PrinterOn service.](#)
  - c) [Configure the embedded agent software.](#)
  - d) [Attach your HP printer listing to the PrinterOn Agent.](#)
4. Once these steps are completed, restart your HP printer. The configuration changes you made will be applied to the PrinterOn Agent.

### 3.1 Creating a printer listing for the HP printer

The first step in the registration is to add a printer listing to your PrinterOn Enterprise service. You'll later link this listing to your actual HP printer.

To add a new PrinterOn printer listing:

1. In the Configuration Manager, click **Printers**. The Printers tab appears.
2. Locate the **Add Printer** button below the printers list and click it. A new auto-generated printer is added to the printers list. You'll connect this printer listing to your HP printer.
3. In the PrinterOn Printers list, click  next to the listing for your HP printer. The printer actions appear.
4. Click **Configure**. The Printer Configuration dialog appears.



This dialog lets you configure all the printer settings and supported behavior. Settings are grouped into logical categories. You can expand each of the sections to configure the relevant settings.

To register the printer, you only need to edit a few of these settings. You can return to customize the remaining settings at any time.

5. Complete the following configuration tasks:
  - [Configure the printer identity.](#)
  - [Configure the printer driver.](#)
  - [Define the output destination.](#)
  - [Configure the release settings.](#)
6. Once you complete these tasks, click **Apply Settings**. Then, you can [add the PrinterOn Agent to your PrinterOn Enterprise service.](#)

### 3.1.1 Configuring the printer identity

By default, when you add a printer to the printer list, it is given a generic name such as Auto-generated Printer3. You should rename the printer to something more meaningful.

To modify the printer name:

1. In the Printer Configuration dialog, expand the Printer Configuration settings.
2. Configure the following settings:

Setting	Description
<b>Printer Description</b>	<p>A descriptive label that describes the printer to users. This is the value that users see when searching for a printer, so the value should be unique and descriptive.</p> <p><b>Note:</b> PrinterOn does not enforce uniqueness on this value, but recommends that you set this value to a simple and easy-to-understand label for the printer.</p>
<b>PrinterOn Name</b>	<p>A unique printer queue name used throughout the software to both identify and organize printers.</p> <p>This value is combined with the email domain to create the email address for the printer, to which users can email print jobs. For example:</p> <p style="text-align: center;">warehouse-printer-1@mycompany.com</p>

### 3.1.2 Configuring the printer driver

The printer driver is used to convert documents into a format understood by the printer. Although you can use the universal PrinterOn printer driver selected by default, for best results, you should use the printer driver specific to your printer.



To configure the printer driver:

1. In the Printer Configuration dialog, expand the Printer Driver section. The Printer Driver settings appear.
2. Configure the following setting:

Setting	Description
<b>Printer Driver</b>	<p>The printer driver that the PrinterOn Server uses to process any jobs sent to the printer. Printer drivers are sorted by manufacturer.</p> <ul style="list-style-type: none"> <li>• If an HP driver is listed, select HP from the upper list.</li> <li>• If no HP driver is listed, you can use the PrinterOn PrintSpot Universal (64 bit) driver.</li> </ul> <p><b>Note:</b> If multiple servers are being used for document processing, ensure that the same driver is installed on all servers.</p>

### 3.1.3 Defining the output destination

The output destination setting defines the physical printer, print queue, or file to which the PrinterOn printer listing directs print jobs. You must define the output destination to enable the PrinterOn Server to communicate with your HP printer.

To configure the output destination for the HP printer:

1. In the Printer Configuration dialog, expand the **Output Location** section. The Output Location settings appear.
2. In the Output Location settings, locate the **Output Destination** field and set the following value:

`http://printer_IP_address`

3. Uncheck **Allow Printing Directly to PDS**.
4. Check **Use an Alternate/Local Print Delivery Hub to Host Print Jobs**. A new field, **Server Address**, appears below the setting.
5. In the **Server Address** field, enter the fully-qualified network address of the PDH component.

### 3.1.4 Configuring the release settings

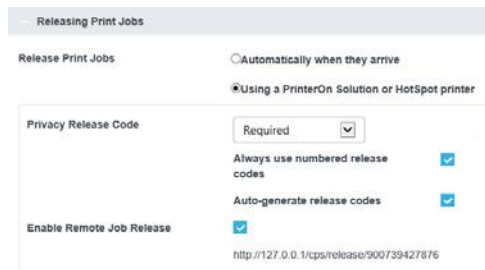
By default, the PrinterOn server is configured to automatically release print jobs to the printer. For security reasons, it is strongly recommended that you modify this setting to force users to enter a release code or their credentials before the printer prints the job.

This section outlines how to configure the printer to require release codes to print the job. This release setting is supported by all HP printers.

If you have configured authentication for the PrinterOn Server, you can modify the authentication workflow to require the user to enter their username and password to release the job. For information on changing the authentication workflow, see [Configuring the authentication workflow](#).

To configure the printer to require release codes:

1. In the Printer Configuration dialog, expand the **Releasing Print Jobs** section. The Releasing Print Jobs settings appear.
2. In the Output Location settings, locate the **Release Print Jobs** setting and set it to **Using a PrinterOn Solution or HotSpot Printer**.
3. In the **Privacy Release Code** drop-down, select **Required**, then enable the following settings:



Setting	Description
<b>Always use numbered release codes</b>	When checked, generated Release Codes contain only numbers.  Available only when <b>Privacy Release Code</b> is set to <b>Required</b> or <b>Optional</b> .
<b>Auto-generate release codes</b>	When checked, the server creates unique Release Codes for jobs and supplies them to the user.  Available only when <b>Privacy Release Code</b> is set to <b>Required</b> or <b>Optional</b> .
<b>Enable Remote Job Release</b>	When checked, indicates that Secure Remote Release is enabled for this printer, allowing users release print jobs without being present at the printer. Remote job release is supported by the Web, Mobile, and Email Print workflows.

4. Click **Apply Settings**.

With the printer listed completed, you'll now [add the PrinterOn Agent to your PrinterOn Enterprise service](#).

## 3.2 Enabling the PrinterOn Agent software

When you add a printer listing for your HP printer, you are creating a link between the printer and the PrinterOn service; you can now send print jobs to the printer through the PrinterOn service, but you can not yet access the added functionality of the agent software, such as the ability to manage print jobs at the printer.



To integrate the PrinterOn Agent software with the PrinterOn service, you need to complete the following tasks in the Configuration Manager:

1. [Add a new PDS component to your PrinterOn service](#).
2. [Configure the PrinterOn agent software](#).
3. [Attach your printer listing to the PrinterOn Agent](#).

### 3.2.1 Adding a new PDS to your PrinterOn Service

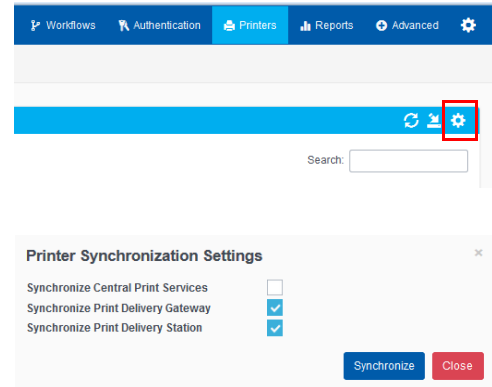
The PrinterOn Agent functions as a built-in Print-Delivery Station (PDS) that receives jobs for the HP printer on which it is installed, so you'll need to add a new PDS instance.

To add a PDS instance for your embedded agent:

1. In the Configuration Manager, click **Home** > **Serial Numbers**. The Serial Numbers tab appears.
2. Scroll to the bottom of the page and click **Add Print Delivery Station**.
 
3. In the Add Print Delivery Station dialog, enter the **Server Description** for the embedded.
 

You'll use this server description to identify the embedded agent when you [configure the embedded agent software](#), so you should make the description meaningful.

4. Click **Add**.
5. In Configuration Manager, click **Printers**. The Printers tab appears.
6. On the Printers tab, above the list of printers, click the Configure Sync icon (⚙️). The Printer Synchronization Settings dialog appears.
7. Check **Synchronize Central Print Services**, then click **Synchronize**.



You have now added a new PDS component to your PrinterOn service. Next, you'll [configure the PrinterOn Agent software](#) to associate your new PDS instance with the PrinterOn Agent for HP Workpath.

### 3.3 Configuring the PrinterOn Agent software

To configure the PrinterOn Agent software:

1. In the Configuration Manager, click **Printers > Servers**. The Servers tab appears.
2. In the **Print Delivery Software** panel, select the PrinterOn Agent's PDS instance (which you just defined in [Adding a new PDS to your PrinterOn Service](#)). If necessary, you can search the PrinterOn Agent instance using the **Search** field.



- In the **Configure Software** panel, for the **PDS Type**, choose **HP Embedded Printer**.

The Configure Software panel is updated to display settings specific to the PrinterOn Agent for HP Workpath.

The screenshot shows the 'Configure Software' panel with the following settings:

- Serial Number: B5A3-1XMK-1K2F
- PDS Type: HP Embedded Printer (selected in dropdown)
- Description: Print Delivery Station
- Machine ID: PCN- (with a 'Reset' button)
- PDH URI: https://spool1.cryptoprint.net:443
- PDH Password: \*\*\*\*\*
- Check Jobs URI: http://spool1.cryptoprint.net:80
- Check Jobs Interval: 10 (with a 'Minutes' button)
- Push Notification Timeout: 600 (with a 'Seconds' button)
- Status Check Interval: 10 (with a 'Minutes' button)
- Override Settings:
- Pull Mode: Local Download (selected in dropdown)
- Post Print Option: Delete From Store (selected in dropdown)
- API Token: (empty text field)
- User Authentication Workflow: Automatically Choose Workflow (selected in dropdown)
- Remote Queue Monitor URI: https://127.0.0.1:8181

Buttons at the bottom: Save (green), Link Printers (blue).

- In the Configure Software panel, configure the following settings:

Setting	Description
<b>Serial Number</b>	The serial number supplied by PrinterOn for this PDS instance. Each PDS instance that you add, regardless of type, is assigned a unique PrinterOn serial number.
<b>PDS Type</b>	The type of Print Connector used for this PDS instance. Select <b>HP Embedded Printer</b> .
<b>Description</b>	A description of the PrinterOn agent to help you differentiate it from other PDS instances in a deployment. The description is a searchable value.
<b>Machine ID</b>	The serial number or machine identifier of the physical printer or MFP on which the PrinterOn agent is installed. PrinterOn uses this value to validate the license and connect to the physical printer.
<b>PDH URI</b>	The fully qualified domain name of the Print Delivery Hub (PDH) server used by the agent to locate and download new print jobs.  The URI should include the URL scheme (http:// or https://) and the port that is configured for the server. When using SSL, the server must be configured with a fully qualified SSL certificate.

Setting	Description
<b>PDH Password</b>	<p>The password required to connect to the PDH server located at the <b>PDH URI</b>.</p> <p>This password is configured in the PDH server software and must be supplied by the PDH server administrator.</p>
<b>Check Jobs URI</b>	<p>The fully qualified domain name of the URI that the PrinterOn agent polls to determine if new print jobs are available.</p> <p>The URI should include the URL scheme (http:// or https://) and the port (typically a non-SSL port, such as port 80) configured for the server.</p> <p><b>Note:</b> If using SSL with the PrinterOn agent, the server must be configured with a fully qualified SSL certificate. Self-signed certificates are not supported. Use the scheme to determine whether SSL is enabled or not.</p>
<b>Check Jobs Interval</b>	<p>How often the software should perform a Check Job operation to locate new jobs. The minimum time interval is 1 minute.</p>
<b>Push Notification Timeout</b>	<p>The length of time before push notifications time out and are considered expired.</p> <p>Only used when the software versions supports PrinterOn's Push Notifications.</p>
<b>Status Check Interval</b>	<p>How often the software should check the status of the current print job.</p>
<b>Override Settings</b>	<p>This setting can be disabled for the PrinterOn agent.</p>
<b>Pull Mode</b>	<p>How jobs are handled after being delivered to the Print Delivery Hub. The value can be one of:</p> <ul style="list-style-type: none"> <li>• <b>Local Download:</b> Indicates that jobs should be download locally to the PrinterOn agent on the printer. Jobs are also kept on the PDH after download.</li> <li>• <b>Central Store:</b> Indicates jobs should not be automatically downloaded to the PrinterOn agent; they are held on the Print Delivery Hub and downloaded on demand.</li> </ul>
<b>Post Print Option</b>	<p>How jobs should be handled after being printed by the software on the printer. The value can be one of:</p> <ul style="list-style-type: none"> <li>• <b>Delete from Store:</b> Indicates that jobs should be deleted from the PDH after the user request the jobs are printed</li> <li>• <b>None:</b> Indicates that jobs should be left on the PDH after printing. Jobs will be purged automatically by PDH after its configured time.</li> </ul>

Setting	Description
<b>API Token</b>	A security token used by the PrinterOn agent to secure communication with the PrinterOn service. This value can be retrieved from the PrinterOn Configuration Manager and copied to this location to be downloaded and used by the software.
<b>User Authentication Workflow</b>	<p>Indicates how the PrinterOn Agent for HP Workpath determines what screen should initially be displayed to the user.</p> <p>You can select one of the following four values:</p> <ul style="list-style-type: none"> <li>• <b>Automatically Choose Workflow:</b> The agent determines the most appropriate screen to display, based on the other configuration settings.</li> <li>• <b>Always Display Home Screen:</b> The agent always displays two options to the user: <b>User Login</b>, which takes them to the User Login Page; and <b>Release Code</b>, which takes them to the Release Code Page.</li> <li>• <b>Always Display User Login:</b> The agent displays the User Login Page. You must have Authentication enabled for your PrinterOn service to use this workflow.</li> <li>• <b>Always Display Release Code:</b> The agent displays the Release Code Page.</li> </ul>
<b>Remote Queue Monitor URI</b>	The URL and port used by PrinterOn to communicate with the PrinterOn agent to display the remote queue monitor, which is used to remotely release a print job to the printer.

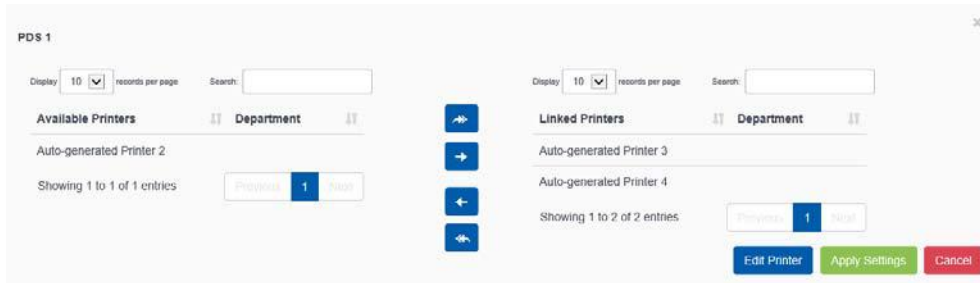
5. Click **Save** to save the PrinterOn Agent configuration. Next, you'll [attach the printer listing you created earlier to the PrinterOn Agent](#).

### 3.4 Attaching the printer listing to the PrinterOn Agent

The last step of the registration process is to attach the PrinterOn printer listing for the HP printer to the PrinterOn Agent on the printer. Attaching the printer listing to the agent allows the PrinterOn Agent to manage all print jobs submitted to the PrinterOn printer listing.

To attach a printer to the PrinterOn Agent:

1. At the bottom of the **Configure Software** panel of the Servers tab, click **Link Printers**. The Link Printers dialog appears.



2. In the **Available Printers** list, locate the printer listing for your printer.
3. Select the printer listing in the **Available Printers** list and move it to the **Linked Printers** list.
4. Click **Apply Settings**.
5. Restart your printer

## 3.5 Next steps

Once you have successfully registered your printer with PrinterOn and enabled the agent software, you can now complete the following tasks:

1. [Print using the PrinterOn service and your printer](#). With your printer registered, you're ready to take the PrinterOn service for a test run.
2. [Customize your printer settings and PrinterOn service](#). Control access to your printer. Define the authentication workflow. Use your printer to route print jobs to other printers. Add the printer to a Secure Release Anywhere printer pool. Or configure any of the many other settings to take advantage of other features offered by the PrinterOn Service.



# 4

## Printing to your HP printer using the PrinterOn service

Now that your PrinterOn Agent is installed and enabled and your printer is registered with your PrinterOn service, you can use the PrinterOn service to print to your printer.

This chapter describes how to submit and release a print job using several printing workflows.

### 4.1 Submitting a print job to your printer

PrinterOn supports a number of different document submission workflows. By default, when you register your printer with your PrinterOn service, the printer is configured to support the following print workflows:

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

With PrinterOn Enterprise, you can also configure your service to support the following print workflows:

- **Google Cloud Print:** Users submit print jobs via the Google Cloud. You'll need to add your HP printer as a Google Cloud printer, then share it to allow other users to print to it. For more information, see "Configuring the Google Cloud Print workflow" in the *PrinterOn Enterprise/Express Configuration Guide*.
- **PrinterOn Queue Management System (PQMS):** Users print to their standard Windows print queues, which are mapped to PrinterOn printers. For more information, see "Configuring the PrinterOn Queue Management System (PQMS) workflow" in the *PrinterOn Enterprise/Express Configuration Guide*.
- **IPP and Native iOS/macOS printing:** Users print using either IPP printers that are mapped to PrinterOn printers, or using native iOS or macOS printing. For more information, see "Configuring IPP and native iOS/macOS print workflows" in the *PrinterOn Enterprise/Express Configuration Guide*.

Detailing how to print using each of these workflows is beyond the scope of this guide. In this guide, we'll focus on the [Mobile printing workflow](#) only.

### 4.1.1 Printing using the Mobile printing workflow

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

To print using the mobile workflow:

1. Download and install the PrinterOn Mobile app. There are two ways you can download the app onto your mobile device:
  - On your device, search your app store for PrinterOn. The PrinterOn Mobile App is identified by the PrinterOn logo. Select the latest version and download the app.
  - From the browser on your mobile device, browse to [www.printeron.com/apps.html](http://www.printeron.com/apps.html), then choose the app for your OS from there.
2. Once it's installed, launch the PrinterOn Mobile App.



3. Connect the mobile app to your printer. A simple way to do this is to use the mobile app to scan the printer's QR code, displayed in the Configuration Manager:

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



- b) Log in to the PrinterOn Configuration Manager, open the Printers tab, and display the Configuration dialog for the HP printer (as described in [Creating a printer listing for the HP printer](#)).

- c) At the top of the dialog, notice the QR code. Scan the QR code displayed in the Configuration Manager. The app is configured with the printer information.

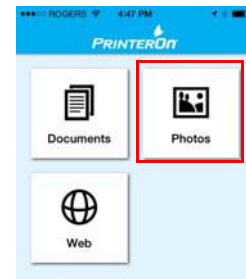



4. Print your document. For this example, we'll show how to print a photo.

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

- b) Select the photo you want to print.

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



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

- e) Tap **Print** to submit your job.

**Note:** You can tap **Print History** to view the progress of your print job.

5. If necessary, [enter your credentials or the Secure Release Code](#) on the printer to release your documents for printing.

## 4.2 Releasing print jobs

As part of the registration process, you might have configured an Authentication Workflow for your HP Printer. This workflow determines how users access the PrinterOn Agent on the Printer. This means that users must either supply their user credentials or a release code before the printer is able to print the job.

If you are using release codes, after printing, users will be provided with a Secure Release Code. The user can release the job anytime within 72 hours of submission of the print request.

To release a print job:

1. On the HP printer display, tap the **PrinterOn** icon.
2. Enter your user credentials or the Secure Release Code you received after submitting your print job and tap **OK**.

The Job List page appears, showing the print job associated with the given release code.

3. On the Job List page, select the print job, then tap **Print**.  
The print job is updated with a status of Printed.
4. Collect your print job.

## 4.3 Next steps

Now that you have successfully tested the printer with your PrinterOn service, you can [customize your printer settings and PrinterOn service](#).

# 5

## Configuring and customizing the PrinterOn Agent

After completing the registration process, your PrinterOn service is automatically updated with a new PrinterOn printer and PrinterOn Print Delivery Station, which are associated with your HP printer and the PrinterOn Agent.

At this point, you can begin to configure and customize the printer settings and your PrinterOn service using the Configuration Manager.

When you install the PrinterOn Agent, the default settings are sufficient for most situations. However, you may want to adjust some settings, if, for example, you want to change release behavior.

There are also a number of more advanced features you may want to make use of with your PrinterOn Agent:

- [Restricting printer access](#)
- [Using your printer as a job router](#)
- [Adding the printer to a Secure Release Anywhere pool](#)

**Note:** Each time you configure the PrinterOn service in Configuration Manager, you must restart your printer to apply the changes to the PrinterOn Agent.

## 5.1 Restricting printer access

You can restrict access to your HP printer by enabling authentication on the PrinterOn Agent and using your existing authentication method, such as LDAP or a third-party identity management service, to control who can access the printer. Those users who have permission to access the printer must provide their credentials in order to access the PrinterOn Agent UI.

When authentication is supported and properly configured, you can also configure settings to control the authentication workflow.

To enable authentication, you need to complete the following tasks:


1. In the Configuration Manager, configure your Authentication method. See “Configuring Authentication Settings” in the *PrinterOn Enterprise/Express Configuration Guide* for details on how to configure these settings.
2. [Enabling authentication for the PrinterOn agent.](#)
3. [Configuring the authentication workflow.](#)
4. Restart the printer.

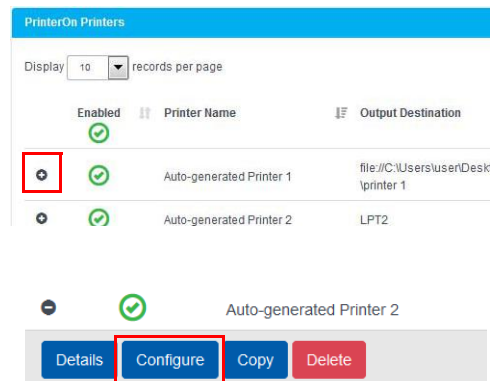
### 5.1.1 Enabling authentication for the PrinterOn agent

To add security to your print solution, you can enable authentication for PrinterOn Agent. When Authentication is enabled, the user must enter their user credentials before they are permitted to access the printer.

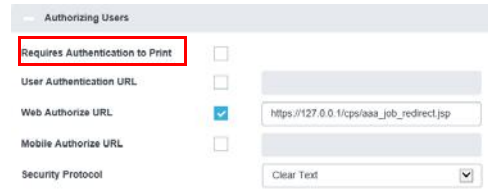
You must also configure your Authentication method in the Configuration Manager. See “Configuring Authentication Settings” in the *PrinterOn Enterprise/Express Configuration Guide* for details.

To enable authentication:

1. In the Configuration Manager, click **Printers**. The Printers tab appears, displaying a list of currently available printers. Notice the icon to the left of each entry.
2. In the PrinterOn Printers list, click  next to the listing for your HP printer. The printer actions appear.



3. Click **Configure**. The Printer Configuration dialog appears.
4. Locate and expand the **Authorizing Users** settings.
5. In the Authorization settings, click **Requires Authentication to Print**.
6. Click **Apply Settings**.



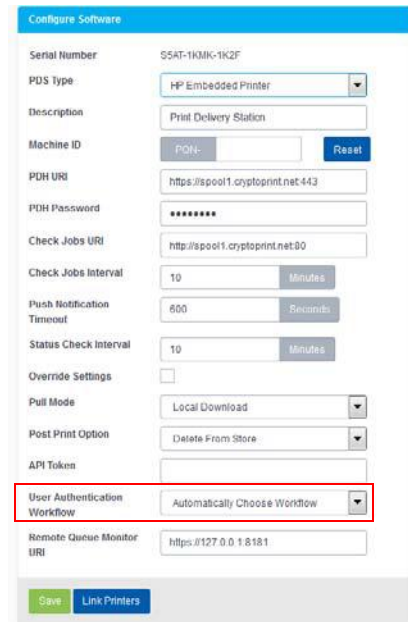
## 5.1.2 Configuring the authentication workflow

To configure the authentication workflow for the agent:

1. In the Configuration Manager, click **Printers > Servers**. The Servers tab appears.

Your HP printer should be listed in the **Print Delivery Software** panel. Locate and select your printer. If necessary, you can search for the printer using the **Search** field.

2. In the **Configure Software** panel, locate the User Authentication drop-down, then select a [workflow option](#) from the drop-down.



3. Restart the printer.

### 5.1.2.1 Authentication workflow settings

The User Authentication Workflow settings lets you specify how the PrinterOn Agent determines what screen should initially be displayed to the user when they access the printer.

You can select one of the following four values:

Setting	Description
<b>Automatically Choose Workflow</b>	The agent determines the most appropriate screen to display, based on the other configuration settings. This is the default setting.
<b>Always Display Home Screen</b>	The agent always displays two options to the user: User Login, which takes them to the User Login Page; and Release Code, which takes them to the Release Code Page.
<b>Always Display User Login</b>	The agent displays the User Login Page.
<b>Always Display Release Code</b>	The agent displays the Release Code Page.

## 5.2 Using your printer as a job router

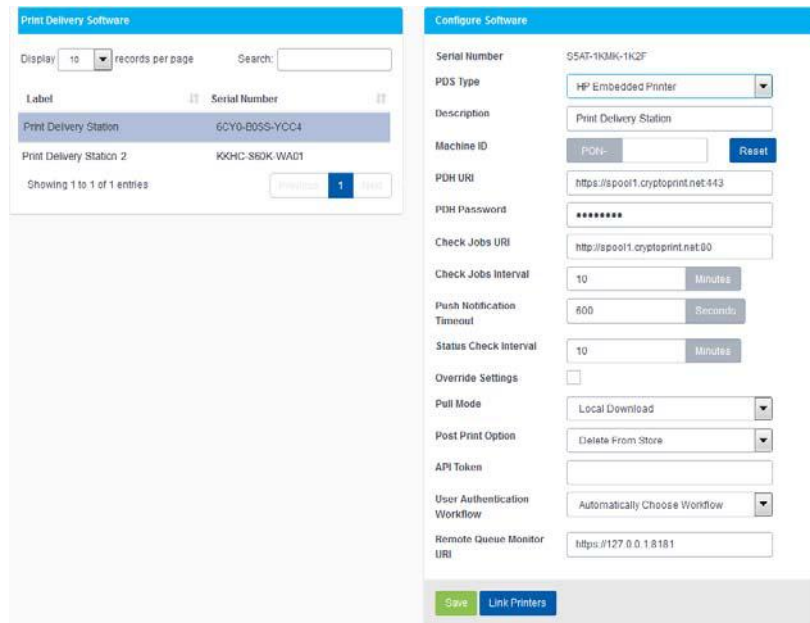
If you have multiple printers licensed for your PrinterOn Service, you can attach them to the PrinterOn Agent installed on your printer and let the agent manage the distribution of print jobs to those printers.

**Note:** You must have a valid PrinterOn license for each printer that you attach to your HP printer. Your PrinterOn license specifies the number of printers that you can use with your PrinterOn service.



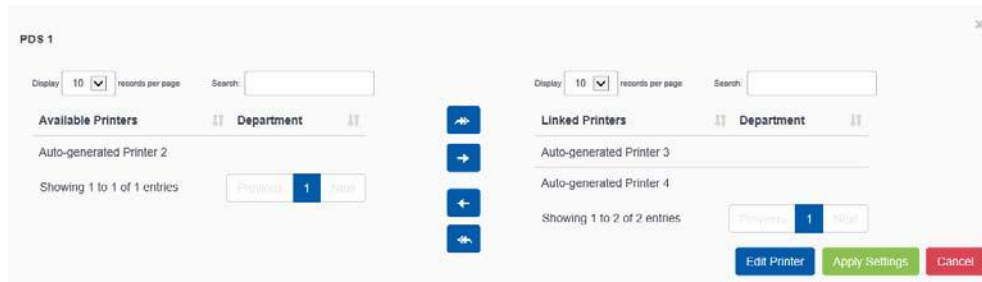
To attach a printer to the PrinterOn Agent:

1. In the Configuration Manager, click **Printers > Servers**. The Servers tab appears.



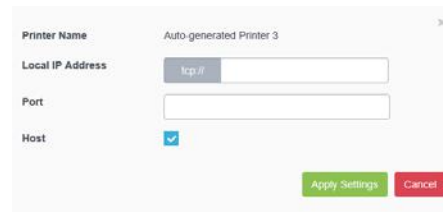
2. In the **Print Delivery Software** panel, locate and select your HP printer. If necessary, you can search for the printer using the **Search** field.

- In the **Configure Software** panel, select **Link Printers**. The Link Printers dialog appears.



- Link the printers to the PDS by moving them from the **Available Printers** list to the **Linked Printers** list.

- Because you're configuring an agent, you'll also need to edit the printer connection settings. Click **Edit Printer**. The Edit Printer dialog appears.



- Configure the following settings as necessary:

Setting	Description
Local IP Address	The local IP address of the printer.
Port	The port the printer uses for communication.
Host	When enabled, indicates that the device has a PrinterOn Agent that serves other devices.

- Click **Apply Settings** to return to the Link Printers dialog.
- Click **Apply Settings**.
- Restart the printer.

## 5.3 Adding the printer to a Secure Release Anywhere pool

Secure Release Anywhere pools are groups of PrinterOn printers. To the user, a printer pool appears as just another printer that they select when printing. However, instead of distributing jobs to a single output destination, a printer pool can distribute print jobs to any of its member printers. Users can go to the output destination of any member printer and pull the print job down using their credentials or a secure release code.

**Note:** The Secure Release Anywhere functionality is included with your PrinterOn license but is disabled by default. To enable Secure Release Anywhere for your PrinterOn service, contact PrinterOn support.

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October 2, 2020