



HP ePrint Enterprise

Server Installation Guide

Release 4.2

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1 Overview

HP ePrint Enterprise is a client/server solution consisting of mobile applications with access to printable content and a back end server inside your company's network. This solution is capable of receiving plain content (such as Word documents, images, PDFs, etc.) and rendering and printing as a normal print job.

2 Installing HP ePrint Enterprise

This chapter describes how to install the HP ePrint Enterprise solution. Before beginning the installation process, please refer to the [HP ePrint Enterprise Installation Checklist](#) to verify that all stated requirements have been met.

2.1 Installing a Primary Host

To install HP ePrint Enterprise, complete the following steps:

1. Open the folder where you have downloaded the installation files, and then double-click the **HP_ePrint_Ent_SW_64-bit_vY.Y_CZ997-105XX.exe** file.

 **NOTE:** “Y.Y” represents version number (i.e., 3.2). “XX” is arbitrary number for each release.

2. In the InstallShield Wizard window, click **Next**.

Figure 2-1 InstallShield Wizard



3. Accept the End User License Agreement and click **Next**.

Figure 2-2 End User License Agreement

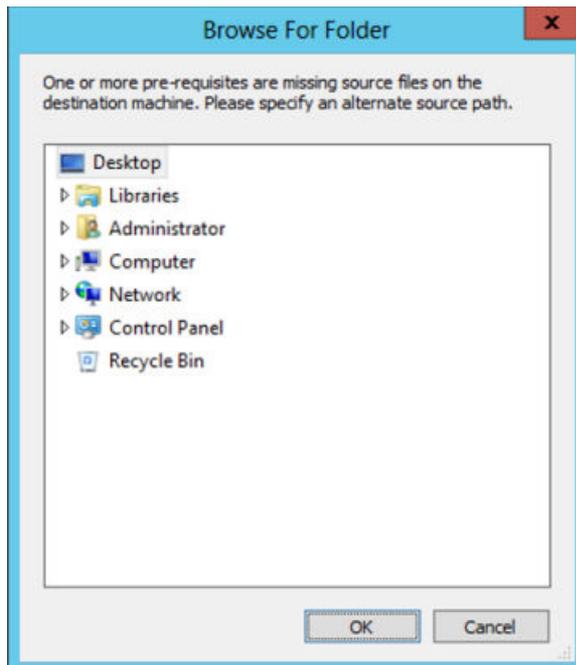


4. After the installer checks the system for required hardware, privileges, and installed software, and installs the required components, click **Next**.



NOTE: If the requirements listed under *Machine Requirements* and *Windows Roles and Features* are not met, the installation will fail. The installation will continue even if Microsoft Office is not installed on the system. However, to print Microsoft Office documents from HP ePrint Enterprise, you must manually install Microsoft Office and the corresponding Office Primary Interop Assemblies (PIA) after the HP ePrint Enterprise installation is complete. If Microsoft Office is installed and PIA is not installed, the installer silently installs the corresponding PIA.

If any of the operating system source files required for installing the pre-requisites are missing in Windows Server 2012 or Windows Server 2012 R2 systems, the installer prompts for the location of these files. Select the location of the source file, and then click **OK** to continue the installation. The installation will fail if the correct path is not specified.



5. In the **Host Configuration** window, specify the following:

- To install HP ePrint Enterprise as a primary instance, select **Install HP ePrint Enterprise as a primary instance**.
- If a SQL Server is already installed, or to install a SQL Server on the same system where you install HP ePrint Enterprise, select **Use local SQL Server**.
- To use a remote SQL Server, select **Use remote SQL Server**.

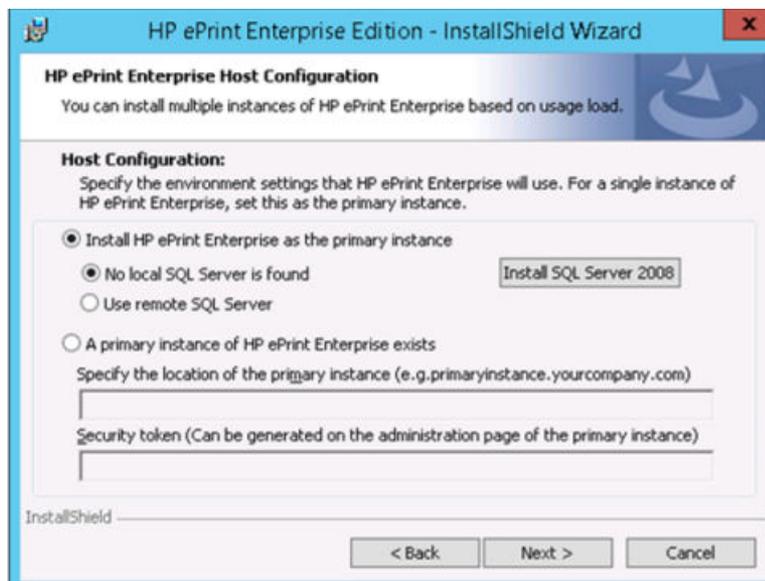
 **NOTE:** There can be only one Primary instance, with as many Secondary instances as required. All instances share the same SQL database. For more information about Primary and Secondary instances and scalability, refer to the [HP ePrint Enterprise Architectural Overview](#).

Figure 2-3 Installing a Primary instance



If SQL Server is not installed on the system, the **Host Configuration** window displays an additional option to install SQL Server. To install SQL Server, click **Install SQL Server 2008**.

Figure 2-4 Install SQL Server



After selecting the required options, click **Next**.

6. In the **Database Server** window, specify the following:

- Select the SQL database server instance to which you want to connect HP ePrint Enterprise. If you selected **Use local SQL Server** in the previous step, clicking the dropdown arrow should automatically display the default connection string, (local)\SQLEXPRESS. If not displayed, manually enter it.

OR

If **Use remote SQL Server** was selected in the previous step, specify the remote SQL Server instance name.

 **NOTE:** For more information about enabling remote connection to SQL Server, refer to the [HP ePrint Enterprise Installation Checklist](#).

- For **Connect using:** options, select either to connect using **Windows authentication credentials of the current user** (default option), or server authentication using credentials.
- In the **Name of database catalog** field, specify a database name for HP ePrint Enterprise. If left empty, the default name is **CloudPrint**.

Figure 2-5 SQL Server credentials



- To use an existing SQL Server account, or to create a new account, go to the **Advanced** tab. Enter User ID and Password information, and then click **OK**.

To connect to the database, HP ePrint Enterprise installation creates a SQL Server user account with predefined User ID and Password. This approach works for most installations, but should there be a need, HP ePrint Enterprise allows the use an existing SQL Server account, or for creation of an account that complies with your corporate policies.

Figure 2-6 Setting custom user credentials for SQL



 **NOTE:** Make sure the password provided complies with SQL Server Login password policy. Otherwise, installation will fail.

After selecting the required options, click **Next**.

7. In the **HP ePrint Enterprise Service Logon Information** window, enter the credentials for the Windows account that the HP ePrint Enterprise Windows services will use.

 **IMPORTANT:** This account must have administration rights on the local machine; otherwise the services will not start properly.

- In the **User name** field, enter the user name in the DOMAIN\username format (if this is a domain account). For local accounts, use COMPUTER NAME\username. You can also use the **Browse** button to select domain and user name.
- In the **Password** field, enter the password and click **Next** to verify. If this is a domain account, it may take a few minutes to verify the credentials.

Figure 2-7 Service logon information

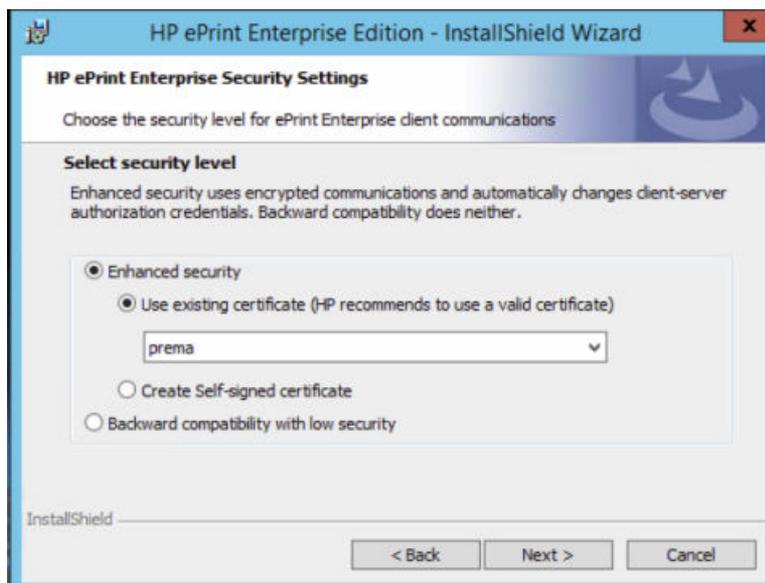


 **IMPORTANT:** HP recommends using a domain account instead of a local administration account – if a local admin account is provided, you may have problems with secure pull printing credentials. For more information about domain account, see the [HP ePrint Enterprise Troubleshooting Guide](#) and [HP ePrint Enterprise Administration Guide](#).

After selecting the required options, click **Next**.

8. In the **HP ePrint Enterprise Security Settings** window, select the security level that clients should use to communicate with HP ePrint Enterprise.
 - Select **Enhanced Security** to allow communication with HP ePrint Enterprise using enhanced security (HTTPS protocol).
 - Select **Backward compatibility with low security** to allow communication with HP ePrint Enterprise using low security (HTTP protocol).

Figure 2-8 Security settings



After selecting the required options, click **Next**.

9. In the **HP ePrint Enterprise Email Server Settings** window, enter the following email settings to be used by new mobile client activation processes, notifications, and reports:
 - **Email Address** – Enter the email address from which users will receive activations, job notifications, and automatic reports.
 - **SMTP server** – Enter the SMTP server name
 - **SMTP username** – Enter the SMTP user name (optional).
 - **SMTP password** – Enter the password for the user name.
 - **SMTP Port** – Enter the port number on which the SMTP server listens for connections.
 - **Use secure connections** – Select this check box if you want to use SSL to connect to SMTP server.

These settings can be changed later from the administration console.

Figure 2-9 Setting email for notifications



After selecting the required options, click **Next**.

10. In the **HP ePrint Enterprise Optional Settings** window, enter the following:

- In the **Domains** field, enter the specific domains from which you want to allow users to print. For example, if you specify hp.com, users with emails @hp.com will only have access to HP ePrint Enterprise. You can enter multiple values, separated by commas.

 **IMPORTANT:** If this field is left empty, users will not be allowed to be auto-provisioned into the system.

- In the **Usage Metrics Reports and Notifications** field, enter the email address from which users receive metrics and notifications.

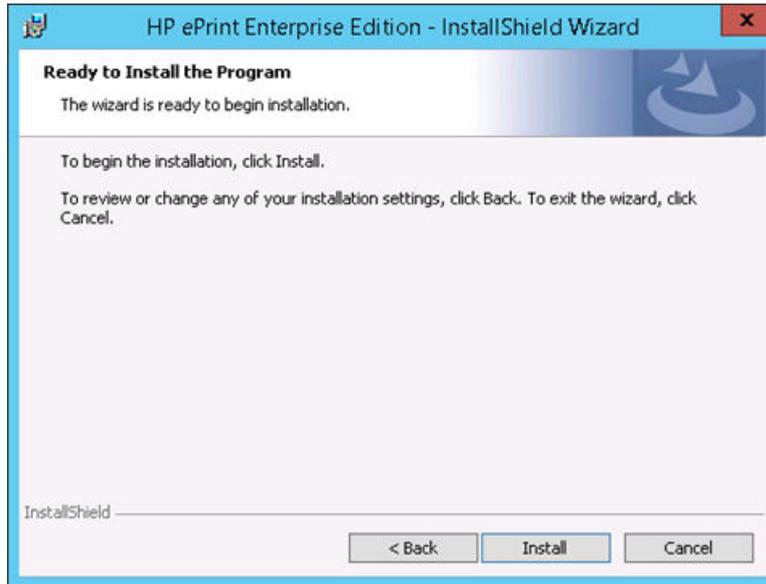
Figure 2-10 Printing domains



After entering the required details, click **Next**.

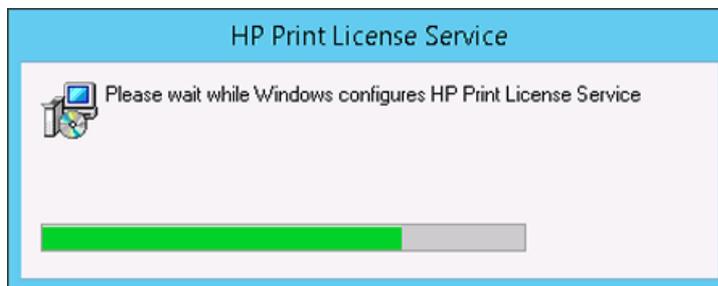
11. To begin installing HP ePrint Enterprise, click **Install**.

Figure 2-11 Begin installation



12. During the installation process, the installer silently installs HP Print License Service along with the ePrint Enterprise primary installation. For more information about HP Print License Service, see HP Print License Service.

Figure 2-12 HP Print License Service



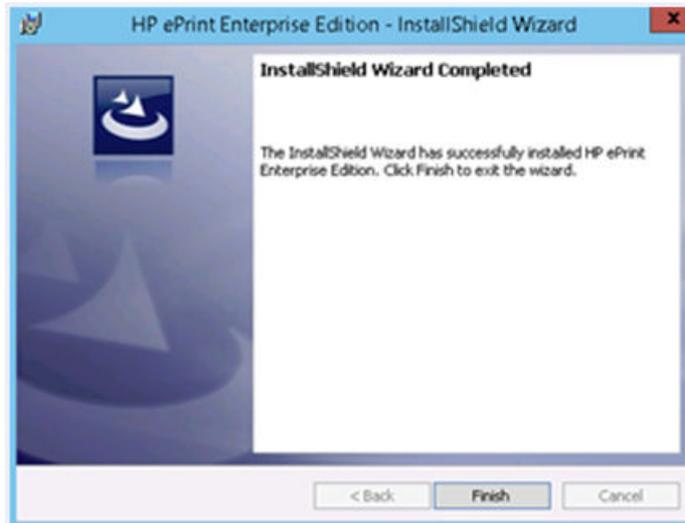
13. During the installation process, the installer prompts for authorization to install a signed Windows print driver published from Hewlett-Packard Company. Click **Install** or HP ePrint Enterprise Windows driver will not install correctly, and installation will fail.

Figure 2-13 Install device software

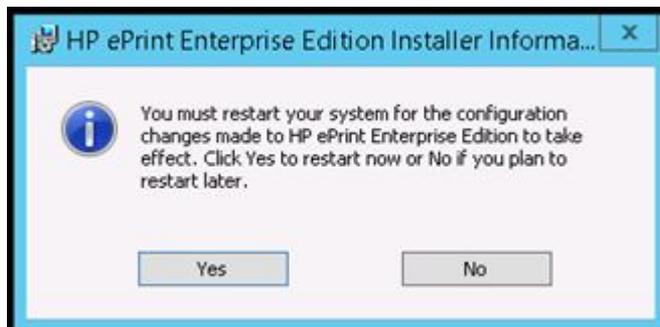


 **NOTE:** At times the driver installation screen may overlap other confirmation windows, which can suspend the installation process. It is recommended that the installation be continually monitored.

14. After the installation completes, click **Finish**.



15. For configuration changes to take effect, click **Yes** to restart your computer. To restart the system later, click **No**. *The services and print driver will not work properly until Windows is restarted.*



After restarting the machine an icon displays on the Desktop and Start Menu to access HP ePrint Enterprise administration console.

By default the HP ePrint Enterprise administration console can be accessed at <http://installationhost/cloudprintadmin/>.

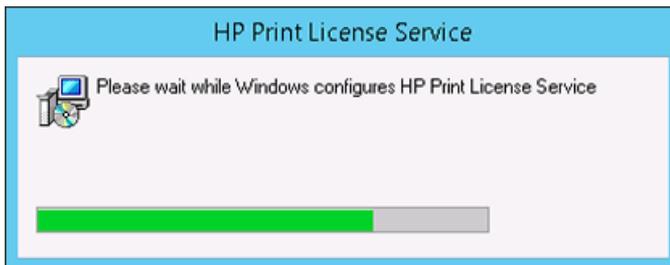
If administration tool is hosted at specific port make sure to use the same as <http://installationhost:<port>/cloudprintadmin/>.

2.1.1 HP Print License Service

HP Print License Service (HP PLS) is the middleware which facilitates the licensing mechanism used by HP ePrint Enterprise. HP PLS version 2.2.0.106 is shipped with HP ePrint Enterprise, and is currently the minimum supported version.

If HP PLS is not already installed in the system, the installer silently installs it along with the ePrint Enterprise Primary installation.

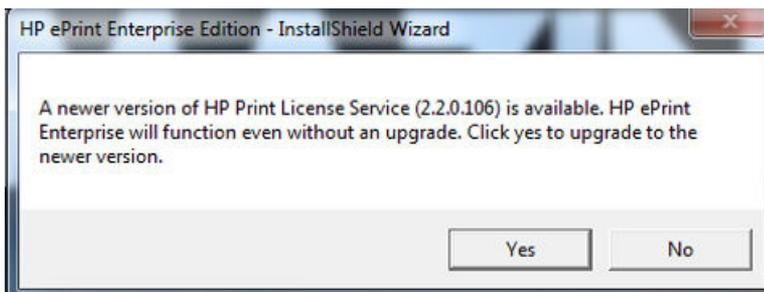
Figure 2-14 HP Print License Service installation



If HP PLS is installed in the system, but is lower than the minimum supported version, the following message is displayed. Click **Yes** to upgrade to the new version, or click **No** to continue without installing HP PLS. If you do not upgrade to the minimum supported version of HP PLS, some features of HP ePrint Enterprise might not work properly.



If HP PLS is installed in the system, and is higher than the minimum supported version but lower than the shipped version, the following message is displayed. Click **Yes** to upgrade to the new version, or click **No** to continue without installing HP PLS.



To use a centralized license server deployed in a remote location, configure it (as an administrator) from the settings file. If there are any issues during the installation process, verify that all necessary prerequisites have been installed.

2.2 Installing a Secondary Host

Installing a Secondary Host is similar to installing a Primary Host, except that the database will reside on a remote host, and there will be another existing Primary instance. There can be only one Primary instance, and as many Secondary instances as required. They will all share the same SQL Server database.

To install HP ePrint Enterprise as a secondary host, perform the following steps:

1. Open the folder where you have downloaded the installation files, and double-click the **HP_ePrint_Ent_SW_64-bit_vY.Y_CZ997-105XX.exe** file.
“Y.Y” represents the version number (for example, 3.2) and “XX” is an arbitrary number for each release.
2. In the InstallShield Wizard window, click **Next**.



3. Accept the end user license agreement and then click **Next**.



4. After the installer checks the system for required hardware, privileges, and installed software, and installs the required components, click **Next**.

 **NOTE:** If the requirements listed under **Machine Requirements** and **Windows Roles and Features** are not met the installation will fail. The installation will continue even if Microsoft Office is not installed in the system. However, to print Microsoft Office documents from HP ePrint Enterprise, you must manually install Microsoft Office and the corresponding Office Primary Interop Assemblies (PIA) after the HP ePrint Enterprise installation is complete. If Microsoft Office is installed, and PIA is not installed, the installer silently installs the corresponding PIA.

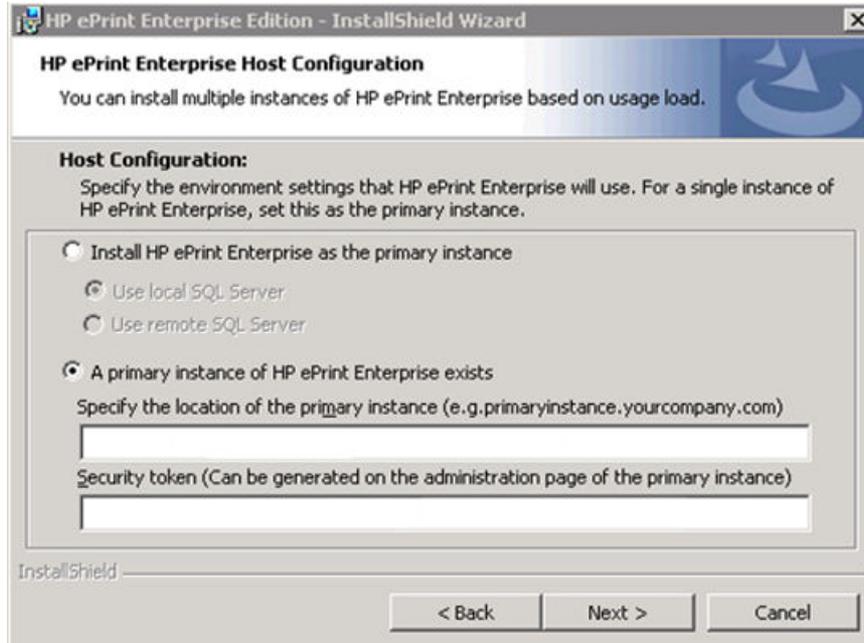


5. In the **Host Configuration** window, specify the following:
 - To install HP ePrint Enterprise as a secondary instance, select **A primary instance of HP ePrint Enterprise exists**, and then specify the location of the primary instance.

 **NOTE:** There can be only one Primary instance, and as many secondary instances as required. They will all share the same SQL Server database. For more information about Primary and Secondary instances and scalability, please see the *HP ePrint Enterprise Architectural Overview*.

- Enter the security token that can be obtained from administration page of the primary instance. A security token enables the primary host to validate a secondary host.

Figure 2-15 Installing a Secondary Instance



After selecting the required options, click **Next**.

6. In the **HP ePrint Enterprise Service Logon Information** window, enter the credentials for the Windows account that the HP ePrint Enterprise Windows services will use. For more information, refer to the **HP ePrint Enterprise Service Logon Information** window settings in Installing a Primary Host.



After selecting the required options, click **Next**.

7. In the **HP ePrint Enterprise Security Settings** window, select the security level for communication with HP ePrint Enterprise. By default, security levels for the primary instance are selected. If default security options are changed, the installer returns an error message. The installation will not proceed until security options of the primary instance have been selected.



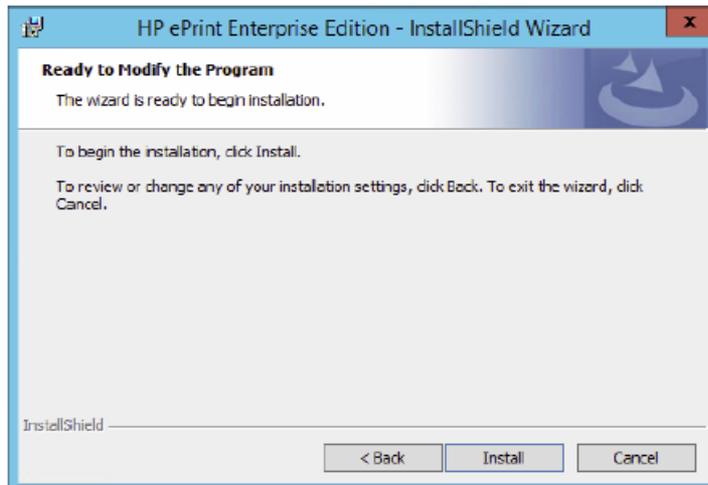
Figure 2-16 Primary / Secondary Security options must match



After selecting the required options, click **Next**.

8. To begin installing HP ePrint Enterprise, click **Install**.

Figure 2-17 Install screen



The remaining installation steps are the same as for Primary host installation. For more information, please see *Installing a Primary Host* section of this guide.

3 Uninstalling HP ePrint Enterprise

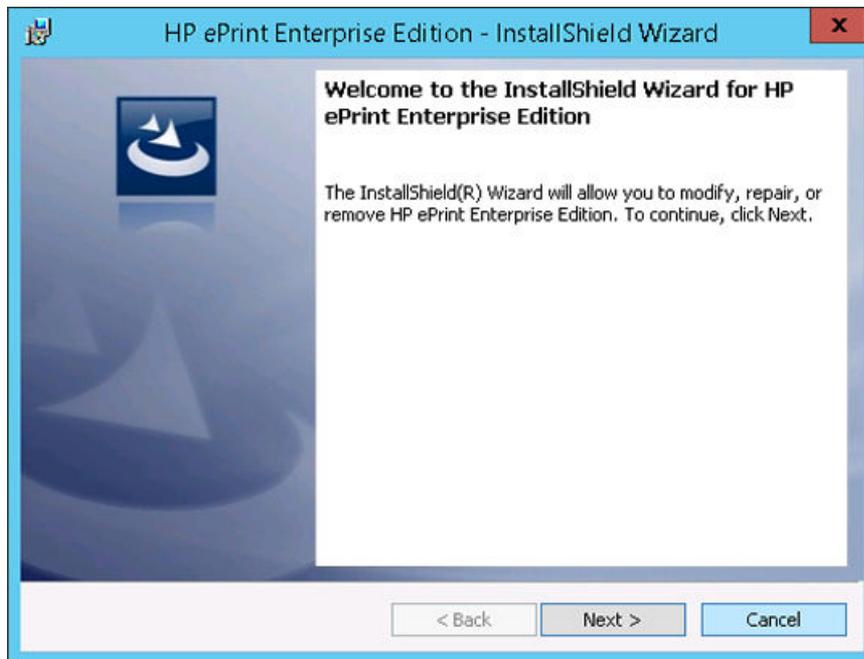
To uninstall HP ePrint Enterprise from your system, use either of the following methods:

- Uninstall HP ePrint Enterprise using the installation wizard
- Uninstall HP ePrint Enterprise from the Control Panel

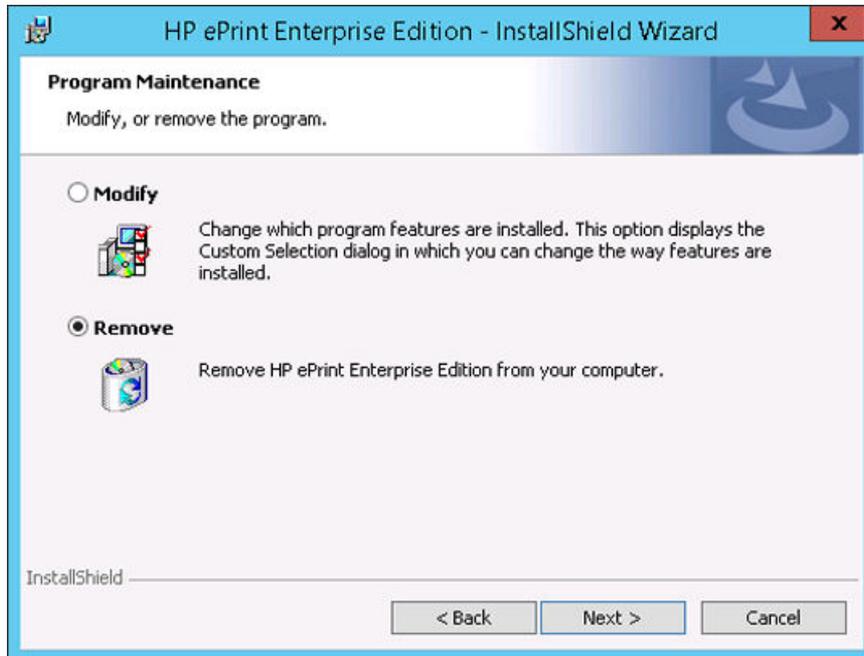
3.1 Uninstall HP ePrint Enterprise using the installation wizard

To uninstall HP ePrint Enterprise using the installation wizard, complete the following steps:

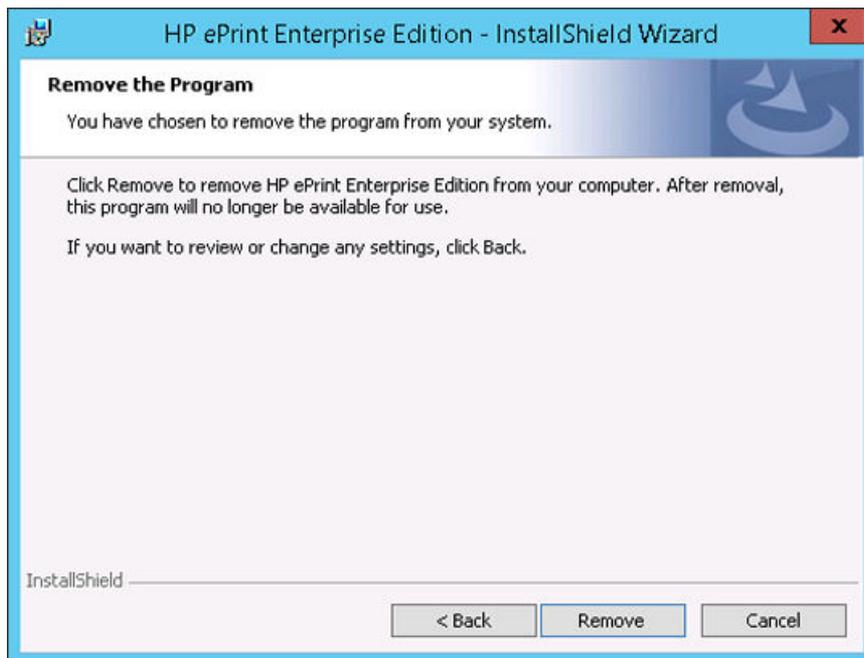
1. Double-click the executable file from the installation directory.
2. In the InstallShield Wizard window, click **Next**.



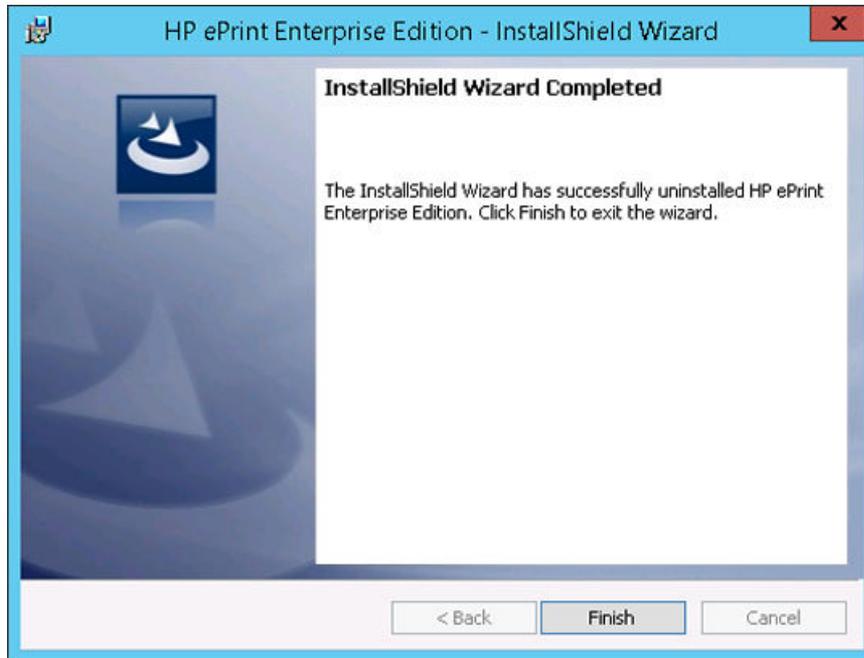
3. In the **Program Maintenance** window, select **Remove**, and click **Next**.



4. In the **Remove the Program** window, click **Remove**. To exit the uninstallation wizard, click **Cancel**.



5. When the uninstall completes, click **Finish** to exit the wizard.



3.2 Uninstall HP ePrint Enterprise from the Control Panel

To uninstall HP ePrint Enterprise from the Control Panel, complete the following steps:

1. From the Start menu, select **Control Panel > Programs > Programs and Features**.
2. From the list of installed programs, select **HP ePrint Enterprise**.
3. Click **Uninstall**.

4 Upgrade overview

This section describes the requirements and procedures for upgrading HP ePrint Enterprise to a newer version on the same system.

4.1 Upgrade

You can upgrade to a newer version from the following releases:

- HP ePrint Enterprise Server 2.2
- HP ePrint Enterprise Server 3.0
- HP ePrint Enterprise Server 3.2
- HP ePrint Enterprise Server 4.0

4.2 Upgrading a Primary Host

To upgrade to a newer version for Primary host, complete the following steps:

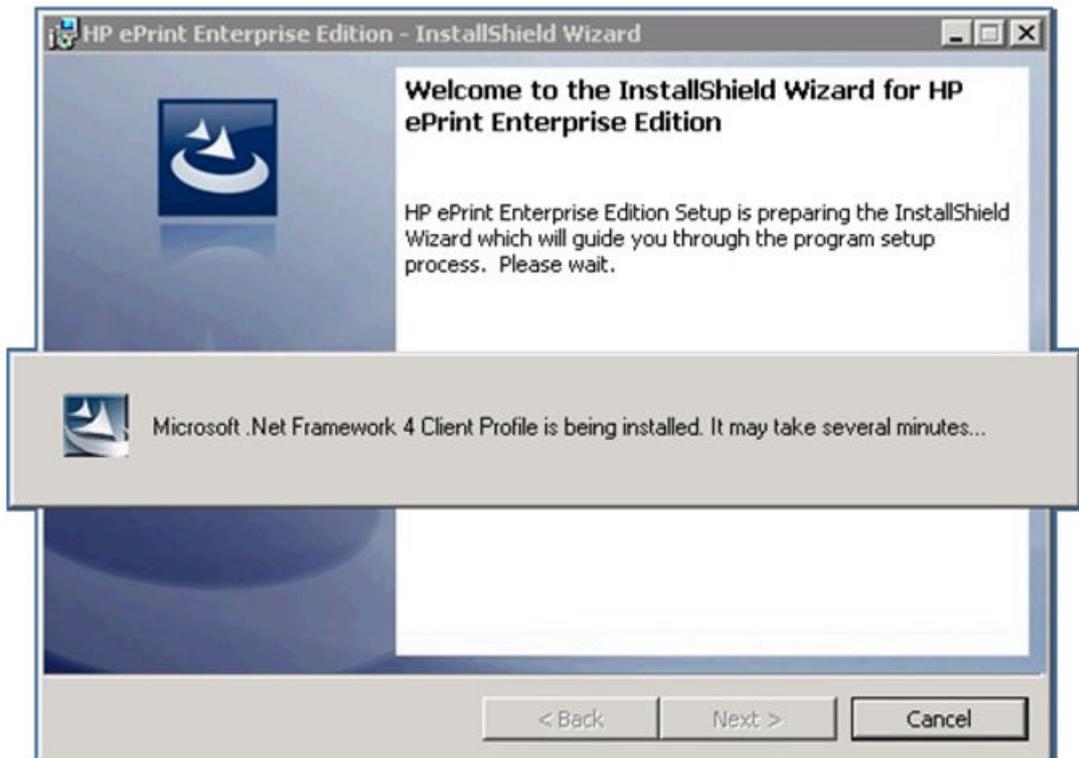
1. Open the folder where you have downloaded the installation files, and then double-click the **HP_ePrint_Ent_SW_64-bit_vY.Y_CZ997-105XX.exe** file.
2. After the installer detects the installed HP ePrint Enterprise Server version, click **Yes**.



3. In the InstallShield Wizard window, click **Next**.



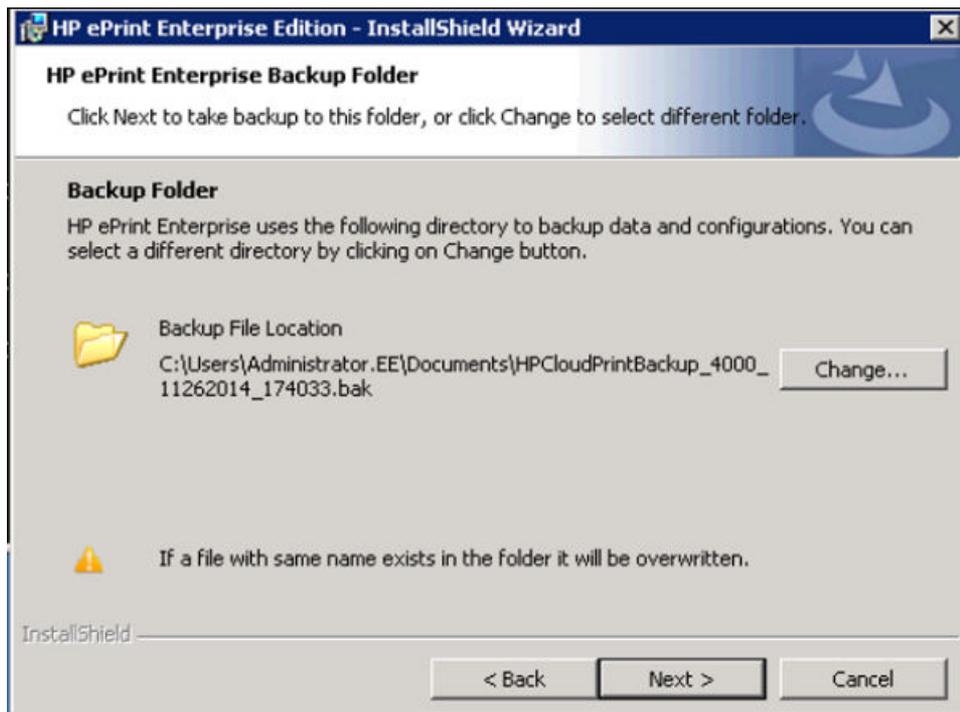
4. If Microsoft .NET Framework 4 Client Profile redistributable package is not installed, the installer silently installs the corresponding package.



5. Accept the End User License Agreement, and click **Next**.



6. Use the Backup Folder window to backup data from an existing HP ePrint Enterprise installation, and click **Next**.



7. In the HP ePrint Enterprise Administrator Password Reset window, enter the following credentials to be used by any active administrator:
 - **Login name** — Enter a valid login name
 - **Old Password** — Enter the old password

- **New Password** — Enter a new password
- **Confirm New Password** — Confirm the new password

 **NOTE:** The window appears in the following scenarios:

- When the Security realm is set to “Enterprise directory server using LDAP” (under Manage Services and Data)
- When upgrading from HP ePrint Enterprise 2.2 and 3.0

After adding the required information, click **Next**.

8. To begin upgrading HP ePrint Enterprise, click **Install**.

The remaining steps in the upgrade process are the same as for HP ePrint Server installation. For more information, please see *Installing a Primary host* section of this guide.

4.3 Upgrading a Secondary host

 **IMPORTANT:** Upgrading the Secondary host is similar to upgrading a Primary Host, except that you need to specify the location of the corresponding Primary host and the security token to retrieve the settings parameters.

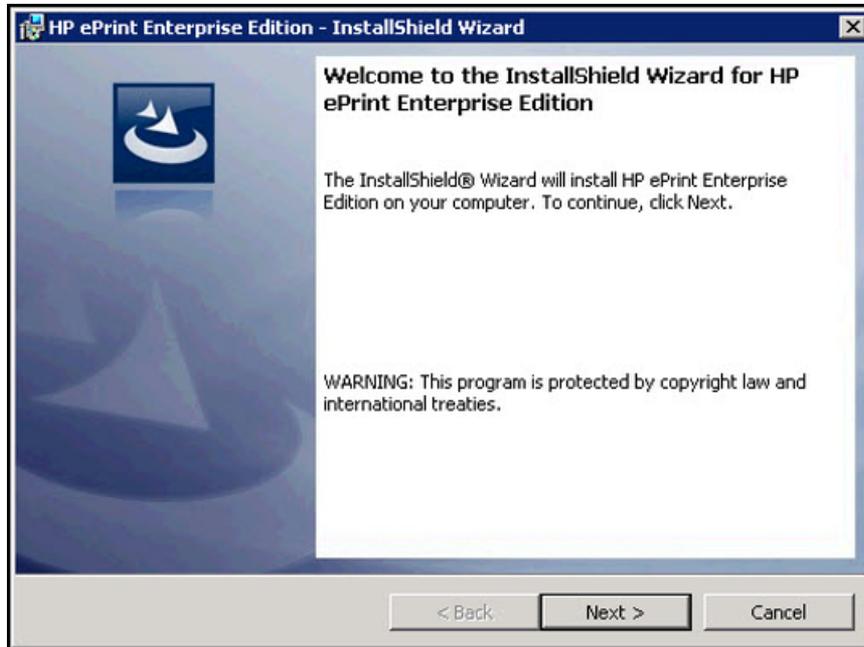
To upgrade HP ePrint Enterprise 4.1 for Secondary host, complete the following steps:

1. Open the folder where you have downloaded the installation files, and then double-click the **HP_ePrint_Ent_SW_64-bit_vY.Y_CZ997-105XX.exe** file.

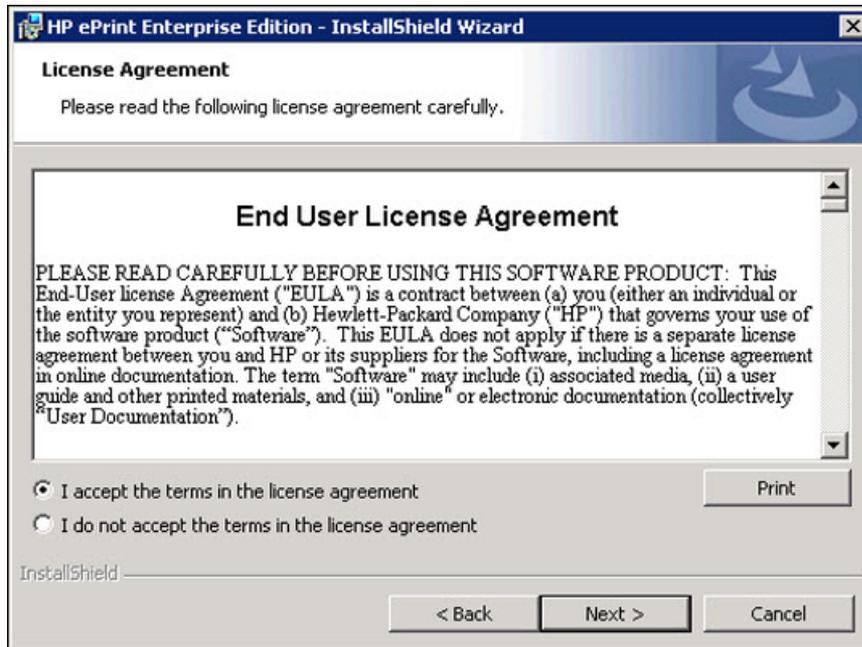
2. After the installer detects the installed HP ePrint Enterprise Server version, click **Yes**.



3. In the InstallShield Wizard window, click **Next**.



4. Accept the End User License Agreement, and click **Next**.



5. In the Secondary Host Configuration window, retrieve settings from Primary instance for Secondary configuration.



The remaining steps for upgrade process are the same as for HP ePrint Server installation. For more information, please see [Section 2.1](#) section of this guide.

 **NOTE:** If you are using Microsoft 2007 with minimum supported version SP2, then the plugin **Microsoft Save As PDF or XPS** can be used to print Microsoft documents.

5 Support

For assistance, contact Customer Support:

5.1 For LES channel partners and customers using POCs

Enter a support request with the help of Technology Consultants (TCs) through TC hotline.

5.2 For Enterprise paid customers

Contact support in your region:

U.S.	Email: mps.aem@hp.com	Phone: 888.447.0169 dialCase Pin No. 97171
Canada	Email: mps.aem@hp.com	Phone: 888.447.0169 -dialCase Pin No. 97172
Latin America	Email: none listed	Phone: <ul style="list-style-type: none">• Mexico: 800.501.9800• Venezuela: 800.501.9800• Columbia: 800.501.9800• Puerto Rico: 800.810.5133• Argentina: 800.444.7867• Chile: 800.362.365• CAC: LAC 800's• Peru: 0.800.10111• Ecuador: Andiatel: 1.999.119 / 800.711.2884 Pacifitel: 1.800.225.528 / 800.711.2884• Uruguay: 0004.054.177• Paraguay: 009.800.541.0006• Bolivia: 800.100.193• Brazil: 0800.556405 / 11 4689.2405
APJ MPS	Email: ap.lj-fp@hp.com	
China	8008106966 pin 5505	08:30 - 18:00 / Mon - Fri, China Time (Excluding Public Holidays)
Korea	1588-2758	09:00 - 18:00 / Mon - Fri, Korea Time (Excluding Public Holidays)
Taiwan	0800211665	09:00 - 18:00 / Mon - Fri, China Time (Excluding Public Holidays)

Singapore	+65 6275 4809	08:30 – 17:30 / Mon – Fri, Singapore Time (Excluding Public Holidays)
Malaysia	1800 88 1811 option 4, 1	08:30 – 17:30 / Mon – Fri, KL Malaysia Time (Excluding Public Holidays)
Hong Kong	+85230712931	08:30 – 18:00 / Mon – Fri, China Time (Excluding Public Holidays)
Japan	0120994760(Toll-Free, Domestic) +81332984656(IDD)	08:45 – 17:45 / Mon – Fri, Japan Time (Excluding Public Holidays)
Australia	1-300-362-396	7:00 – 20:00 / Mon - Fri, Melbourne Time (Excluding Public Holidays)
New Zealand	0800 552 012 1800112267, select 2 for eng. > 4 for contract > 6 for MPS > enter passcode (toll free);	7:00 – 20:00 / Mon - Fri, Melbourne Time (Excluding Public Holidays)
India	30306363, select 1 for customer> 2 for eng. > 4 for contract > 6 for MPS > enter passcode (from mobile and private telephones)	09:00 – 18:00 / Mon – Fri, Indian Time 09:00 – 18:00 / Sat, Indian Time, for supplies only through RM/email. No voice support. (Excluding Public Holidays)
Thailand	02-3539199 (Break/fix)-call mgmt 02-3539419 (Toner)-MPS admin	08:30 – 17:30 / Mon - Fri, Thailand Time (Excluding Public Holidays)
Indonesia	+62 21-57987777	08:00 – 17:00 / Mon - Fri, Indonesia Time (Excluding Public Holidays)

5.3 For Technology Consultants (TCs)

Solution Support via TC Hotline - This is not a contact number for paid customers, current or prospective. POCs and prospective customers are supported by the designated TC directly. If that TC is in need of technical assistance, they can call as outlined below. The agents answering the phones have been trained on ePrint Enterprise and can escalate complex calls, as necessary.

NA: 800.756.0608 EMEA/APJ: +31 20 206 1630

Option 3, Imaging and Printing Products, Password 301

Option 5, 3rd Party Solutions

5.4 Specific to product licensing

For assistance, use the following link to contact the licensing support center listed for your region:

<http://www.hp.com/software/licensing-support>