

## HP ePrint Enterprise

Server Installation Guide

Release 4.2

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## 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 <u>HP ePrint Enterprise Installation Checklist</u> to verify that all stated requirements have been met.

### **2.1 Installing a Primary Host**

To install HP ePrint Enterprise, complete the following steps:

 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

변 HP ePrint	Enterprise Edition - InstallShield Wizard
3	Welcome to the InstallShield Wizard for HP ePrint Enterprise Edition The InstallShield® Wizard will install HP ePrint Enterprise Edition on your computer. To continue, click Next.
2	WARMING: This program is protected by copyright law and international treaties.
	< Back Next > Cancel

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

Figure 2-2 End User License Agreement

er.	The entitle enterprise consist instantanena vitzaren	
Licens	e Agreement	
Pleas	e read the following license agreement carefully.	
<b></b>	End User License Agreement	^
1000 00 4 00	T BEA D OA DEDITH I V DEBOARE DEBAC THREE CORTERA DE DECONTOR. TU:-	
PLEASI End-Us the entit the soft agreeme in online guide an User I	E READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This er locate Agreement ("EULA") is a contract between (a) you (either an individual or try you represent) and (b) Hewleti-Fackard Company ("HP") that governs your use of ware product ("Softwar"). This EULA does not apply if there is a separate license in between you and HP or its suppliers for the Software, including a hornes agreement documentation. The term: Softwar" may include (c) associated media, (a) a suer d other printed materials, and (iii) "online" or electronic documentation. (collectively locamentation").	
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PLEASE End-Us the entit the soft agreeme in online guide an User I I acco I do r	E READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT. This in biceae Agreement ("BLLA") is a contract between (a) you (either an individual or try you represent) and (b) Hewlets-Rackerd Company ("HP") that governa your use of ware product ("Softwar"). This EULA does not gaply if there is a separate license in between you and HP or its suppliers for the Software, including a betwee agreement documentation. The term: Softwar" may include (c) associated media, (a) a suer d other printed materials, and (iii) "online" or electronic documentation.(collectively locamentation"). http://www.interview.compared.compared in the software is a separate printed materials, and (iii) "online" or electronic documentation.(collectively locamentation").	
PLEAS End-Us the entit the soft agreeme in online guide an User I 0 I acco 0 I do r	E READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT. This en locate Agreement ("BLUA") is a contract between (a) you (either an individual or try you represent) and (b) Hewlett-Rackerd Company ("HP") that governa your use of ware product ("Softwar"). This EULA does not goply if there is a separate license at between you and HP or its suppliers for the Software, including a beense agreement documentation. The term: Softwar" may include (c) associated media, (a) a suer d other printed materials, and (iii) "online" or electronic documentation.(collectively loccumentation"). mpt the terms in the license agreement with accept the terms in the license agreement. 6d	( )

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

<u>ال</u>	HP ePrint Enterprise Edition - InstallShield Wizard			
HP ePrint	Enterprise System Requirements Check			
Please v	vat while the installer checks the system requirements.			
The inst several r	aller is checking and installing the following requirements. This might take minutes.			
Mach	ine Requirements			
Hardware requirements				
0	Administrative privileges			
Wind	ows Roles and Features			
0	Web Server (IIS)			
0	SMTP Server			
•	Message Queuing			
Othe	r Requirements			
0	Microsoft Office®			
InstalShield				
	< Back Next > Cancel			
	116/11 2 500 1000			

**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.

Libraries     Administrator     Computer     Network     Control Panel	Administrator Computer Network Control Panel
Administrator Computer Vetwork Control Panel	Administrator Computer Network Control Panel
Verwork	Computer Network Control Panel
Network Control Panel	Control Panel
Control Panel	Control Panel
	Recycle Bin
Recycle Bin	Necycle bill

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 <u>HP ePrint Enterprise Architectural Overview</u>.

Figure 2-3 Installing a Primary instance

y	HP ePrint Enterpris	se Edition - Inst	allShield Wizar	d 🖌
HP eP	rint Enterprise Host Configu	ration		4
You	can install multiple instances of H	IP ePrint Enterprise ba	ased on usage load.	
Hos	t Configuration:			
S( H	pecify the environment settings t P ePrint Enterprise, set this as th	hat HP ePrint Enterpr e primary instance.	rise will use. For a sin	gle instance of
• 1	install HP ePrint Enterprise as the	primary instance		
	Use local SQL Server			
C	Use remote SQL Server			
04	A primary instance of HP ePrint Er	nterprise exists		
Sp	pecify the location of the primary	instance (e.g.primary	vinstance.yourcompa	ny.com)
Г				
Se	scurity token (Can be generated	on the administration	page of the primary	instance)
etalishi	eld			
		< Back	Next	Canaal

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

É .	HP ePrint Ent	erprise Edition - Ins	stallShield Wiza	rd 📕
HP eP	rint Enterprise Host Co can install multiple instanc	onfiguration es of HP ePrint Enterprise	based on usage load	2
Hos	st Configuration: pecify the environment se	ttings that HP ePrint Enter	prise will use. For a s	ingle instance of
HS	P ePrint Enterprise, set th	is as the primary instance.		
	No local SOL Server is for	as the primary instance	Install SOL Serv	er 2008
0	Use remote SQL Server			
OA	A primary instance of HP e	Print Enterprise exists		
Sp	pecify the location of the p	ri <u>m</u> ary instance (e.g.prima	ryinstance.yourcomp	bany.com)
5	ecurity token (Can be can	wated on the administratio	o page of the primer	v instance)
Ĩ	econcy concert (can be gene	araced on the administratio	in page or the primar	y instance)
tallShie	ield		1	
		< Rack	Manut h	

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 <u>HP ePrint</u> <u>Enterprise Installation Checklist</u>.

- 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

Select the Database server instance to which you want to connect:  (local)\SQLEXPRESS  Browse.  Connect using:  Windows authentication credentials of current user  Server authentication using the Login ID and Password below  Login ID: Sa Password: Name of database catalog (Otherwise, leave this empty):  Browse.  Browse.  Browse.	atabase Server Select database r	r server and authentica	ation method		2
Select the Database server instance to which you want to connect:   (local)\SQLEXPRESS   Connect using: <ul> <li>Windows authentication credentials of current user</li> <li>Server authentication using the Login ID and Password below</li> <li>Login ID: sa</li> <li>Password:</li> <li>Name of database catalog (Otherwise, leave this empty):</li> </ul> Browse					
(local)\SQLEXPRESS       ✓       Browse.         Connect using:       ●       Windows authentication credentials of current user         ○       Server authentication using the Login ID and Password below	Select the <u>D</u> ataba	ase server instance to	o which you want to	connect:	
Connect using:	(local) \SQLEXPR	ESS		~	Browse
Windows authentication credentials of current user     Server authentication using the Login ID and Password below     Login ID: sa     Password:     Mame of database catalog (Otherwise, leave this empty):     Browse.	Connectusing				
Server authentication using the Login ID and Password below     Login ID: sa     Password:     Mame of database catalog (Otherwise, leave this empty):     Browse.	CONTRICCT USING.				
Login ID: sa Password: Name of database catalog (Otherwise, leave this empty): Browse Browse	<ul> <li>Windows auth</li> </ul>	nentication credential	s of current user		
Password: Name of database catalog (Otherwise, leave this empty): IlShield	Windows author     Server auther	nentication credential ntication using the Lo	s of current user gin ID and Password	d below	
Name of database catalog (Otherwise, leave this empty): Browse.	<ul> <li>Windows auth</li> <li>Server auther</li> <li>Login ID:</li> </ul>	nentication credential ntication using the Lo sa	s of current user gin ID and Password	d below	
Browse	Windows auth     Server auther     Login ID:     Password:	nentication credential ntication using the Lo sa	s of current user gin ID and Password	i below	-
allShield	<ul> <li>Windows auth</li> <li>Server auther</li> <li>Login ID:</li> <li>Password:</li> <li>Name of databasi</li> </ul>	nentication credential ntication using the Lo sa	s of current user gin ID and Passwor , leave this empty):	i below	_
	Windows auth     Server auther     Login ID:     Password:     Name of database	nentication credential ntication using the Lo sa catalog (Otherwise,	s of current user gin ID and Password , leave this empty):	d below	Browse
Advanced / Back Next > Cance	Windows authors     Server authors     Login ID:     Password:     Name of database	nentication credential ntication using the Lo sa catalog (Otherwise,	s of current user gin ID and Password , leave this empty):	d below	Browse

 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	s for	SQL
------------	---------	--------	------	-------------	-------	-----

😸 HP e	Print Enterprise Edition - InstallShield Wizard
Enter the user id	and password used for connecting to ePrint Enterprise database.
User ID:	Eloudprint
Password:	•••••
Confirm Password	:
Warning: F policy of yo	or new users the password entered should adhere to the password our SQL server.
	OK Cancel

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.

遢	HP ePrint Enterpris	e Edition - Inst	allShield Wiz	ard 🗙
HP ePr Speci	rint Enterprise Service Logor ify a user name and password	n Information		L
Speci logon User	ify the user name and password n. The user account must have b name:	of the user account een already created	that HP ePrint ser in the DOMAIN(Us	vices will use to er name format.
com	panydomain\HPePrint			Browse
Passv	word:			
	••••••			
	Warning: This user account m computer. Otherwise, the inst	ust have Administrat tallation will fail.	ive privileges on t	he local
InstallShie	eld			
		< Back	Next >	Cancel

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 <u>HP ePrint Enterprise Troubleshooting Guide</u> and <u>HP ePrint Enterprise Administration Guide</u>.

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

<b>H</b>	HP ePrint Enterp	rise Edition - Inst	allShield Wiza	rd 💌
HP eP	Print Enterprise Security Se	ettings		
Cho	ose the security level for ePrint	t Enterprise dient comm	nunications	
Sel	ect security level			
Enh	hanced security uses encrypted thorization credentials. Backwa	d communications and a rd compatibility does ne	automatically change either.	es dient-server
(	Enhanced security			
	Use existing certificate (	HP recommends to use	a valid certificate)	
	prema		~	
	O Create Self-signed certi	ficate		
(	Backward compatibility with l	ow security		
nstallShi	eld			

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

P ePrint Enterprise E-I	Iail Server Settings
Enable HP ePrint Enterpri reports.	e to send activations, job notifications and automatic
E-Mail sending config	ration
This enables HP ePrint En notifications and automat	erprise to send E-Mails using your mail server.(activations, job c reports).
E-Mail Address:	SMTP Username (only if needed):
SMTP Server:	SMTP Password:
SMTP Port:	
25	Use secure connection
If enterprise E-Ma secure connection	Il server does not support secure connection, then uncheck Use

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

į۳	HP ePrint Enterprise Edition - InstallShield Wizard
HP eP	rint Enterprise Optional Settings
Spec	ify additional settings to enhance HP ePrint Enterprise experience.
Prin	ting domains
Spec doma	ify one or more domain names that your infrastructure handles (specify at least one ain) and is part of your user's full E-Mail address
Dom	ains (e.g. yourcompany.com,internal.yourcompany.com):
Usa	ge Metrics Reports and Notifications
Spec	ify the E-Mail address to receive usage metric reports, LDAP synchronization and se notifications.
Berlin	
nstalionie	30

After entering the required details, click Next.

- **11.** To begin installing HP ePrint Enterprise, click **Install**.
  - Figure 2-11 Begin installation

😥 HP ePrint Ent	erprise Edition - Inst	allShield Wiza	ird 🗶
Ready to Install the Program The wizard is ready to begin in	n stallation.		L
To begin the installation, click)	(nstall.		
To review or change any of yo Cancel.	our installation settings, click	Back. To exit the v	vizard, click
InstallShield			
	< Back	Install	Cancel

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

HP Print License Service
Please wait while Windows configures 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
-------------	-------------------------

••	Windows Security	x
Wo	ould you like to install this device software?	
	Name: HP Printers Publisher: Hewlett-Packard Company	
V	Always trust software from "Hewlett-Packard Install Don't In Company".	istall
	You should only install driver software from publishers you trust. How can I decide wh device software is safe to install?	ich

- 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**.

HP ePrint E	nterprise Edition - InstallShield Wizard
	InstallShield Wizard Completed The InstallShield Wizard has successfully installed HP ePrint Enterprise Edition. Click Finish to exit the wizard.
	< Back Finish Cancel

**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.* 

👸 HP e	Print Enterprise Edition Installer Informa 🗴
0	You must restart your system for the configuration changes made to HP ePrint Enterprise Edition to take effect. Click Yes to restart now or No if you plan to restart later.
	Yes No

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.

re ernnt Enterprise Edition - Instalisme		
The installer has detected an incompary your system. If you do not upgrade, so not work properly. Click yes to upgrad	tible version of HP Print Licens me features of HP ePrint Enter e to the newer version.	e Service on rprise might
	Yes	No

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**.

HP ePrin	t Enterprise Edition - InstallShield Wizard
1	Welcome to the InstallShield Wizard for HP ePrint Enterprise Edition
	The InstallShield® Wizard will install HP ePrint Enterprise Edition on your computer. To continue, click Next.
2	WARNING: This program is protected by copyright law and international treaties.
	< Back Next > Cancel

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

8	HP ePrint Enterprise	e Edition - Inst	alishield wiza	ird I	
License Ag	greement	mark anofalla		24	
Please re	ad the rollowing license agree	sment carefully.			
	Fadilard				^
	End User L	license Agre	ement		-
	where a supervisit have done a fail		i lai sonti etther an t	individual or	
the entity ye the software agreement be in online doo guide and otl "User Docur	ou represent) and (b) Hewlett product ("Software"). This stween you and HP or its sup sumentation. The term "Softw her printed materials, and (iii) mentation").	EULA does not ap popliers for the Software" may include (i ) "online" or electron	(a) you (either an i ("HP") that goven ply if there is a sep vare, including a lice ) associated media, nic documentation (	individual or ns your use of arate license inse agreement (ii) a user collectively	~
<ul> <li>the entity years the software agreement be in online door guide and oth User Docus</li> <li>I accept to</li> </ul>	ou represent) and (b) Hewlett product ("Software"). This stween you and HP or its sup sumentation. The term "Softw her printed materials, and (iii) mentation"). he terms in the license agrees	I-Packard Company EULA does not ap opliers for the Software" may include () ) "online" or electron ment	((a) you (either an i ("HP") that goven ply if there is a sep vare, including a lice ) associated media, nic documentation (	Individual or as your use of arate license inse agreement (ii) a user (collectively Print	~
the software agreement be in online doc guide and ot "User Docu O I do not a nstallShield —	ou represent) and (b) Hewlett product ("Software"). This stween you and HP or its sup sumentation. The term "Softw her printed materials, and (iii) mentation"). he terms in the license agreen accept the terms in the license	I-Packard Company EULA does not ap opliers for the Softw vare" may include (i) "online" or electron ment agreement	("AP") there is a sep ply if there is a sep rare, including a lice ) associated media, nic documentation (	Individual or anate license inse agreement (ii) a user collectively Print	*

- 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.

j⊎	HP ePrint Enterprise Edition - InstallShield Wizard
HP ePrint I	Enterprise System Requirements Check
Please wa	sit while the installer checks the system requirements.
The instal several m	ler is checking and installing the following requirements. This might take inutes.
Machi	ne Requirements
<b>O</b>	Hardware requirements
0	Administrative privileges
Windo	ws Roles and Features
0	Web Server (IIS)
0	SMTP Server
0	Message Queuing
Other	Requirements
0	Microsoft Office®
InstallShield —	
	< Back Next > Cancel

- 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

	stallShield Wizard		
P ePrint Enterprise Host Configu You can install multiple instances of H	uration HP ePrint Enterprise ba	ased on usage load	2
Host Configuration: Specify the environment settings HP ePrint Enterprise, set this as th	that HP ePrint Enterpr he primary instance.	ise will use. For a s	ingle instance (
C Install HP ePrint Enterprise as th	e primary instance		
C Use local SQL Server			
C Use remote SQL Server			
C Use remote SQL Server A primary instance of HP ePrint E Specify the location of the primary	Enterprise exists / instance (e.g.primary	instance.yourcomp	pany.com)
C Use remote SQL Server  A primary instance of HP ePrint E Specify the location of the primary Security token (Can be generated	Enterprise exists v instance (e.g.primary on the administration	instance.yourcomp page of the primar	pany.com) y instance)
C Use remote SQL Server  C A primary instance of HP ePrint E Specify the location of the primary  Security token (Can be generated	Enterprise exists v instance (e.g.primary on the administration	instance.yourcomp page of the primar	pany.com) y instance)
C Use remote SQL Server C A primary instance of HP ePrint E Specify the location of the primary Security token (Can be generated IShield	Enterprise exists vinstance (e.g.primary on the administration	instance.yourcomp page of the primar	pany.com) y 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.

Ø	HP ePrint Enterpris	e Edition - Inst	allShield Wiz	ard
HP eP Spe	rint Enterprise Service Logor cify a user name and password	n Information		2
Spei logo	cify the user name and password n. The user account must have be	of the user account een already created	that HP ePrint ser in the DOMAIN(U	vices will use to ser name format.
con	npanydomain\HPePrint			Browse
Pass	sword:			
•	•••••			
A	Warning: This user account m computer. Otherwise, the inst	ust have Administrat allation will fail.	tive privileges on t	he local
				0.0

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.

HP ePrint Enterprise Edition - InstallShield Wizard
HP ePrint Enterprise Security Settings
Choose the security level for ePrint Enterprise client communications
Select security level Enhanced security uses encrypted communications and automatically changes client-server authorization credentials. Backward compatibility does neither.
Enhanced security     O Use existing certificate (HP recommends to use a valid certificate)
Create Self-signed certificate     Backward compatibility with low security
Certificate already configured in Web Server. Cannot change configuration.
< Back Next > Cancel

#### Figure 2-16 Primary / Secondary Security options must match

pecify the HP e	Print Enterprise Ec	lition - InstallShie	eld Wizard	
Clients co security ( selected a	Security optio Please select	n of primary and sec "Enhanced security"	condary instances mu to proceed further.	ust match.
C Enh			[	ОК
C Use a	existing certificate (HP	recommends to use	e a valid certificate)	
			*	
Crea	te Self-signed certifica	te		
<ul> <li>Backward</li> </ul>	compatability with low	v security		

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

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

### Figure 2-17 Install screen

HP ePrint Enterprise Edition - InstallShield Wizard	x
Ready to Modify the Program The wizard is ready to begin installation.	
To begin the installation, click Install.	
To review or change any of your installation settings, dick Back. To exit the wizard, dick Cancel.	
InstellShield < Back Cancel	

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**.

😥 н	PePrint Enterprise Edition - InstallShield Wizard
Program Maint Modify, or rem	ove the program.
O Modify	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
• Remove	Remove HP ePrint Enterprise Edition from your computer.
InstallShield	< Back Next > Cancel

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

😥 HP ePrint Enterprise	Edition - Inst	allShield Wiza	rd 🗶
Remove the Program You have chosen to remove the program	m from your syste	m.	E
Click Remove to remove HP ePrint Enter this program will no longer be available (	prise Edition from for use.	your computer. Afte	er removal,
If you want to review or change any se	ttings, click Back.		
InstallShield		) —	
	< Back	Remove	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:

- 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.

P ePrin	: Enterprise Edition - In	nstallShield Wizard	E
?	This setup will perform a version 2.2.0.1278 to 4	an upgrade of 'HP ePrint Enter .2.0.1910. Do you want to co	prise Edition' Intinue?
			1

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.



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

🙀 HP ePrint	t Enterprise Edition - InstallShield Wizard	×
HP ePrint Click Nex	Enterprise Backup Folder At to take backup to this folder, or click Change to select different folder.	
Backup	Folder	
HP ePrint select a	t Enterprise uses the following directory to backup data and configurations. You can different directory by clicking on Change button.	
<b>C</b> 7	Backup File Location	
	C:\Users\Administrator.EE\Documents\HPCloudPrintBackup_4000_ Change 11262014_174033.bak	
	If a file with same name exists in the folder it will be overwritten.	
Instalibhield —	< Back Next > Cancel	

- 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

Reset Administrator Account	Password	
For enhanced security as parent reset. Enter the credentials password.	rt of FIPS compliance, all administrator passwords have to be of an active administrator that you want to change, and reset t	he
Login name:	admin@hp.com	
Old Password:	•••••	
New Password:	•••••	
Confirm New Password:	•••••	
Note: After you import the of other administrat	data, use the same account to manually change the passwords ors.	
suananneru		

**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:

 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**.

🙀 HP ePrint Enterprise Edition	- InstallShield Wizard	×
2	Welcome to the InstallShield Wizard for HP ePrint Enterprise Edition	
	The InstallShield® Wizard will install HP ePrint Enterprise Edition on your computer. To continue, click Next.	
	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	

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

🙀 HP ePrint Enterprise Edition - Insta	IIShield Wizard	×		
License Agreement Please read the following license agreement carefully.				
End User License Agreement				
PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This End-User license Agreement ("EULA") is a contract between (a) you (either an individual or the entity you represent) and (b) Hewlett-Packard Company ("HP") that governs your use of the software product ("Software"). This EULA does not apply if there is a separate license agreement between you and HP or its suppliers for the Software, including a license agreement in online documentation. The term "Software" may include (i) associated media, (ii) a user guide and other printed materials, and (iii) "online" or electronic documentation (collectively "User Documentation").				
I accept the terms in the license agreement     Print				
C I do not accept the terms in the license agreement				
InstallShield				
	< Back N	ext > Cancel		

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

PePrint Enterprise Secondary H	lost Configuration	
Retrieve settings from Primary insta	nce for configuring Secondary.	
To upgrade Secondary instance fron must be retrieved from the Primary i Specify the location of the correspor the settings parameters.	n 2.2.0.1278 to 4.2.0.1910, few se instance directly to configure the Se nding Primary instance and the secu	ettings parameters econdary instance, urity token to retriev
		,
primarvinstance.vourcompany.	.com	ompany.com)
specify the location of the primary in primary in primary in primary instance.yourcompany.	.com	ompany.com)
primaryinstance.yourcompany.	.com	mary instance)
Specify the location of the primary in primaryinstance.yourcompany. Security token (Can be generated or	nstance (e.g.primaryinstance.yourc .com n the administration page of the pri	mary instance)
Specify the location of the primary in primaryinstance.yourcompany. Security token (Can be generated of	nstance (e.g.primaryinstance.yourc .com n the administration page of the pri	mary instance)
Specify the location of the primary in primaryinstance.yourcompany.	nstance (e.g.primaryinstance.yourc	mary instance)
Specify the location of the primary in primaryinstance.yourcompany.	stance (e.g.primaryinstance.yourc .com n the administration page of the pri	ompany.com) mary instance)
Specify the location of the primary in primaryinstance.yourcompany. Security token (Can be generated or	stance (e.g.primaryinstance.yourc	mary instance)

The remaining steps for upgrade process are the same as for HP ePrint Server installation. For more information, please see <u>Section 2.1</u> 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**

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:
		• 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
		• Equador:
		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)

Contact support in your region:

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