HP ePrint Enterprise

Troubleshooting Guide

Release 4.2

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1 Overview

This guide provides information about possible solutions to problems that may occur when using HP ePrint Enterprise server solution and HP ePrint Enterprise (service) application. The following categories are covered:

- HP ePrint Enterprise Server
  - Installation problems
  - Printing problems
  - Permission problems
  - API configuration problems
  - Other problems
  - Advanced logging
- HP ePrint Enterprise Data Administrator
  - Error while importing data
- HP ePrint Enterprise mobile apps
  - HP ePrint Enterprise app for BlackBerry OS 7.1 and lower
  - HP ePrint Enterprise mobile app for Android
  - HP ePrint Enterprise for Good

2 HP ePrint Enterprise Server

2.1 Installation problems

2.1.1 Installation error while running SQL script

For a local SQL installation, make sure the proper credentials are used during configuration of the SQL settings in the installation wizard. The specified account must have administrator privileges. For a remote SQL server, verify connection to Microsoft SQL server 2008, as 2005 is not currently supported. The specified account must have access to create the HP ePrint Enterprise database and create a user account named "cloudprint" with full access to the created database.

2.1.2 Error in browsing Domain Users

When browsing for domain users you may receive the following error:

Figure 2-1 Browse for User Account

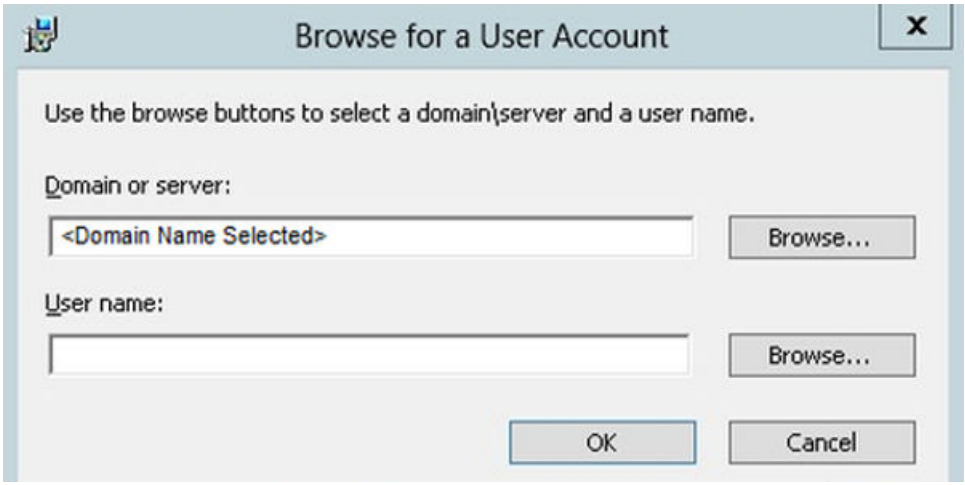
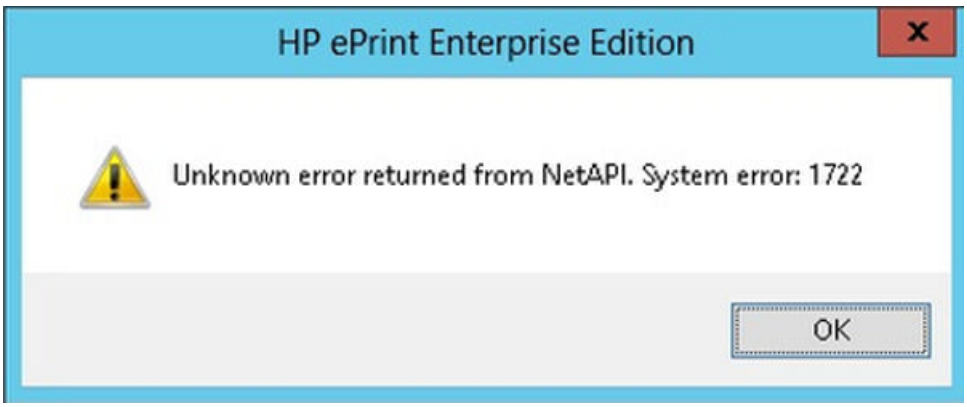


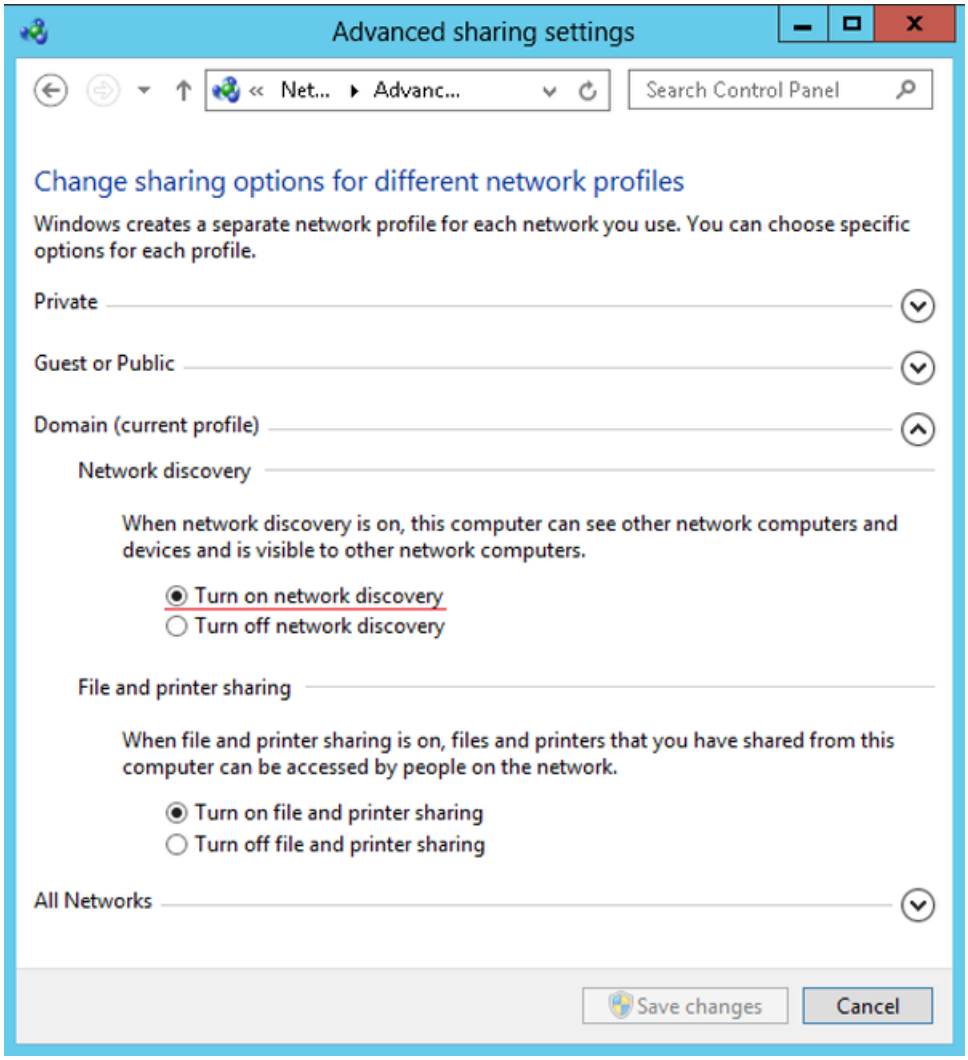
Figure 2-2 Browsing error message



To resolve this error, complete the following steps:

1. Verify the server is added to the domain/workgroup.
2. Start the following Windows services:
   a. Computer browser
   b. Function Discovery Resource Publication
   c. SSDP Discovery
   d. UPnP Device Host
3. Turn on network discovery as shown here:

Figure 2-3 Turn on network discovery

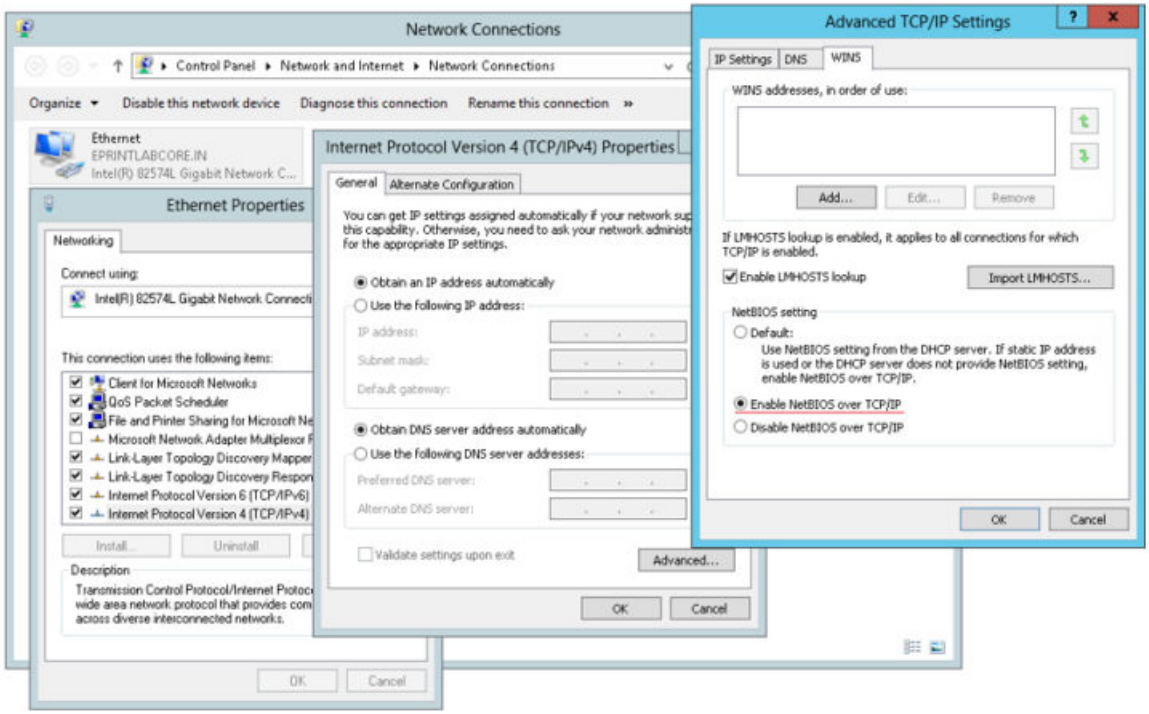


4. Enable NetBIOS over TCP/IP, as shown below. **Advanced TCP/IP Settings** is accessed using the following navigation:
   a. Go to **Control Panel**.
   b. Select **Network Connections**.
   c. Right-click to select the properties of **Ethernet**.
   d. Highlight **Internet Protocol Version 4 (TCP/IPv4)** and select **Properties**.

e. Click **Advanced** on Internet Protocol Version 4 (TCP/IPv4) properties window

.

f. On the **WINS** tab, select the option **Enable NetBIOS over TCP/IP**.



2.2 Printing problems

2.2.1 HP CloudPrint Windows driver was not installed

Verify that your Windows spooler service is enabled and running. When working properly, uninstall and re-install HP ePrint Enterprise again. It is mandatory to accept the unsigned driver popup during the installation process; otherwise, the printer driver will not be present in the Windows “Printers” folder.

2.2.2 Unable to print

Verify you can print from the submission test page on the administration console. If this works, check that there is no error in your device message list while forwarding the email to be printed to the HP ePrint Enterprise email account. If there is an error:

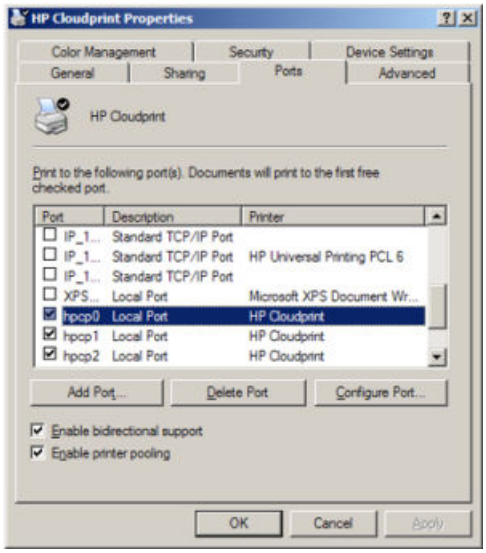
- Check the SMTP domains under the IIS administration page on the HP ePrint Enterprise machine, and verify that the email hostname you set on the policy is listed. If not, it can be added to the domains list as an alias. Add as many aliases as needed.
- Check your company email server settings (i.e. Microsoft Exchange), and allow email forwarding to your HP ePrint Enterprise email account (eprint@eprint_hostname). This is not usually needed, as it is forwarding the email to a hostname on the Intranet.

If you cannot print from the submission test page, and this is not an HP device, you may have to manually set the printer personality to PCL5, PCL3, and PS, depending on what your printer supports. If this is an HP device, check your connection to the printer’s IP on TCP port 9100 from the HP ePrint Enterprise machine. Use the telnet to the printer’s IP to port 9100, and check for connection. The only way HP ePrint Enterprise can submit the job to network printers is through this port.

2.2.2.1 Bidirectional communication

Ensure that bidirectional communication support is enabled for the HP Cloudprint printer:

Figure 2-4 HP Cloudprint — Bidirectional communication enabled



2.2.2.2 Clean up printer spooler files

If HP CloudPrint printer driver fails to send a job to a printer, the printer spooler can be stuck trying to process an older job, compromising new print jobs. To clean up the printer spooler, follow these steps:

1. Stop Printer Spooler service.
2. Clean up the files from %SYSTEMDIR%\System32\spool\PRINTERS
3. Restart the Printer Spooler service.

2.2.2.3 Unable to print (401 error on Submission Test page)

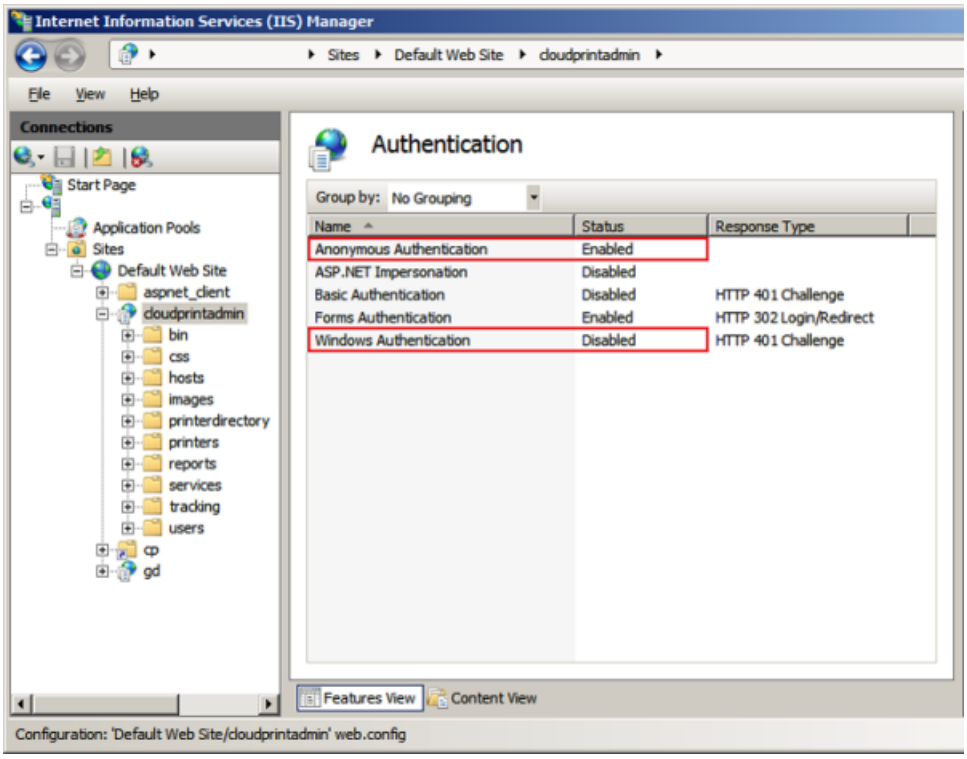
If the following error displays while submitting a job:

"A problem occurred while submitting job: The remote server returned an error: (401) Unauthorized"

Verify that Internet Information Services are correctly configured on /cloudprintadmin and its subfolders:

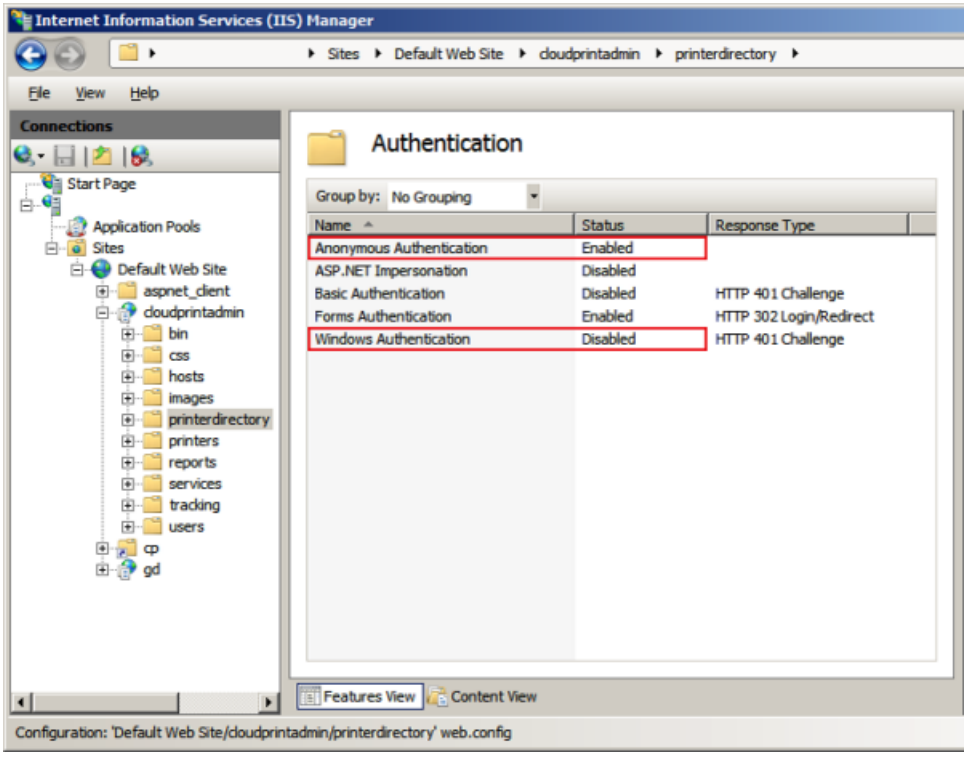
- Anonymous Authentication — **Enabled**
- Windows Authentication — **Disabled**

Figure 2-5 Internet Information Services (IIS) Manager



Confirm that settings have been successfully applied to /cloudprintadmin/printerdirectory:

Figure 2-6 Internet Information Services, printerdirectory



2.2.3 Microsoft Office files are not printing

Verify your Microsoft Office applications were properly activated. Try to open each application at least once and see if any popup appears. If it does, mark the checkbox so it will no longer appear.

Also, make sure that the user running the Office applications for the first time is the same user specified as Administrator in the installation wizard.

Verify that Microsoft Office PIA (Primary Interop Assemblies) is installed correctly in Windows Add/Remove programs.

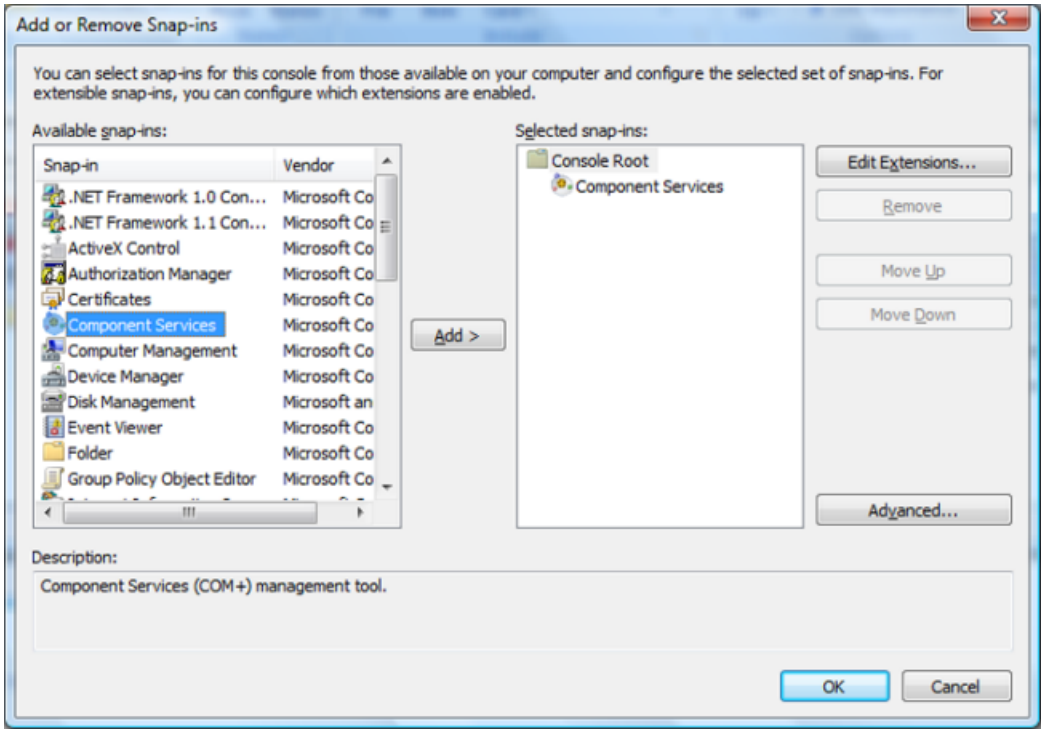
Another common cause of problems is not having a complete installation of Office, or with some automation components missing. For this reason, we recommend a full installation, even if there is some overhead.

The above problems may also occur if DCOM components identity of MS Office is not set to **This user** in 64 bit systems.

To set Microsoft Office DCOM objects identity to **This user**, complete the following steps:

1. Add Component Services snap-in in Microsoft Management Console.
   a. In command prompt; enter **mmc –32**
   b. Navigate to **File** > **Add/Remove Snap-ins**, select **Component Services** from 'Available snap-ins list' and click **Add** to 'Selected snap-ins' list.

   Figure 2-7 Add/Remove Snap-ins



2. Change User Identity of Microsoft Office application to **This user**.
   a. Open **Component Services** window (by typing **comexp.msc** at the Run prompt)
   b. Open Console Root > Component Services > Computers > My Computer > DCOM Config.

c. Select Microsoft Office applications of interest (Microsoft Excel Application, Microsoft Office PowerPoint Slide, and Microsoft Office Word 97 – 2003 Document)

Figure 2-8 Required changes: MS Office 2007

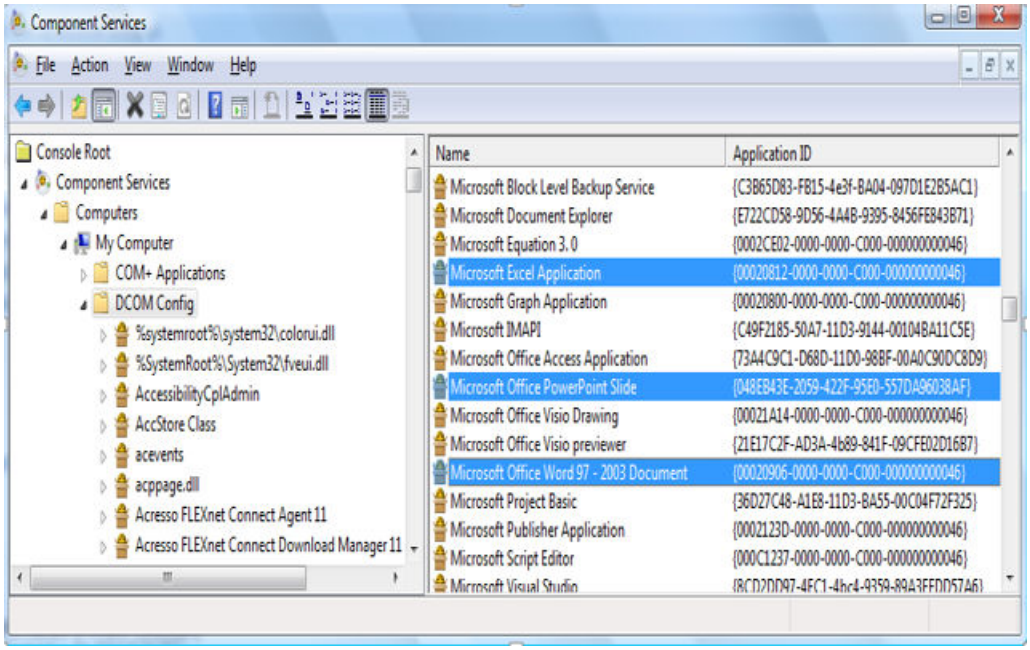
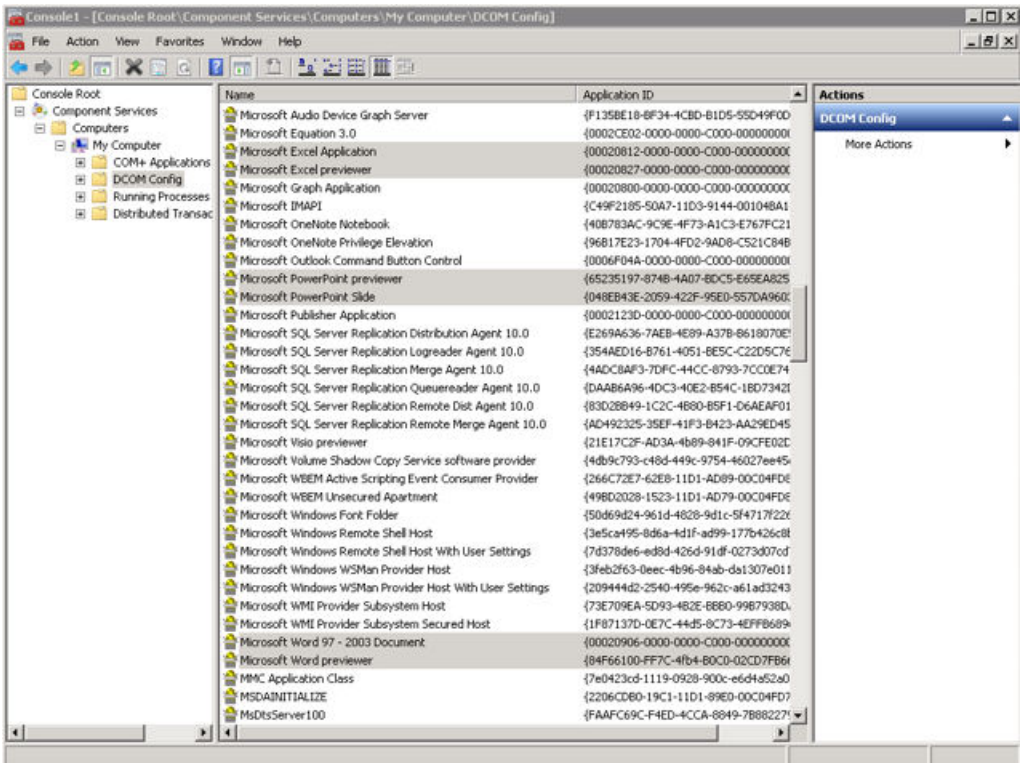


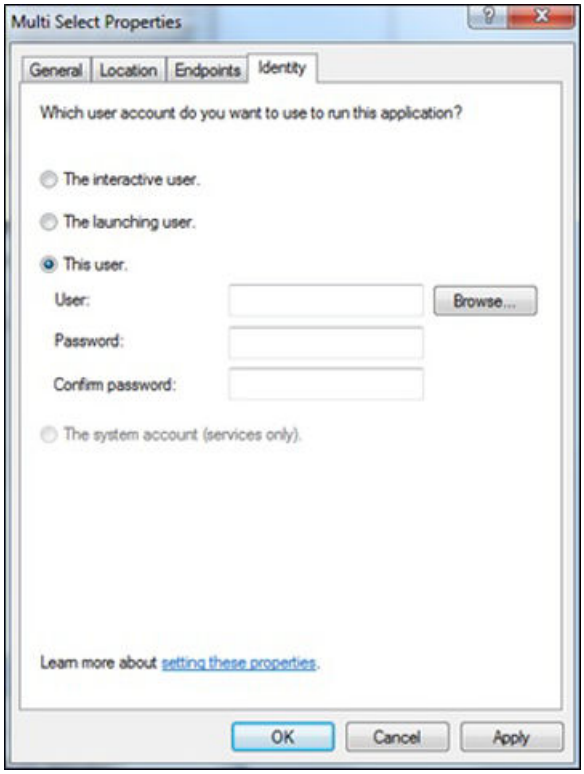
Figure 2-9 Required changes: MS Office 2010 and MS Office 2013



d. Open **Properties**, and select **Identity** tab.

e. Select **This user** as user account for running the application.

Figure 2-10 Multi Select Properties



f. Enter User name and Password. Click **OK**.

3. Create temporary storage folder for use by Microsoft Office applications

   a. Browse to C:\Windows\System32\config\systemprofile in Windows Explorer.

   b. Create a new folder named **Desktop**.

   c. Log out, restart computer, and log back in.

If the location selected in ePrint Enterprise host server regional settings does not match the installed language of Microsoft Office, MS Excel attempts to locate the correct MUI Pack. If not found, errors may generate in HP ePrint Enterprise log file. Prevent these errors by installing the appropriate MUI pack for Microsoft Office.

2.2.3.1 Support for Transport Neutral Encapsulation Format (TNEF) emails

Transport Neutral Encapsulation Format (TNEF) is a format used by Microsoft Outlook email clients and Microsoft Exchange Servers to send emails. HP ePrint Enterprise does not support TNEF emails. As a result of this, sometimes when printing or forwarding a TNEF-based email message, only the attachments are printed.

HP recommends avoiding TNEF within your infrastructure, and sending messages using a more standard MIME format, which is better supported by the SMTP sink component. As a workaround, you can configure Microsoft Outlook or Microsoft Exchange to avoid TNEF encapsulation.

Information about controlling TNEF for email clients can be found here:

http://support.microsoft.com/kb/290809

Information about controlling TNEF for Exchange Server 2010 can be found here:

http://technet.microsoft.com/en-us/library/bb310786(v=exchg.141).aspx

Information about controlling TNEF for Exchange Server 2013 can be found here:

http://technet.microsoft.com/en-us/library/bb310786(v=exchg.150).aspx

2.2.4 Jobs sent to Secure Pull Printers are correctly submitted, but do not print

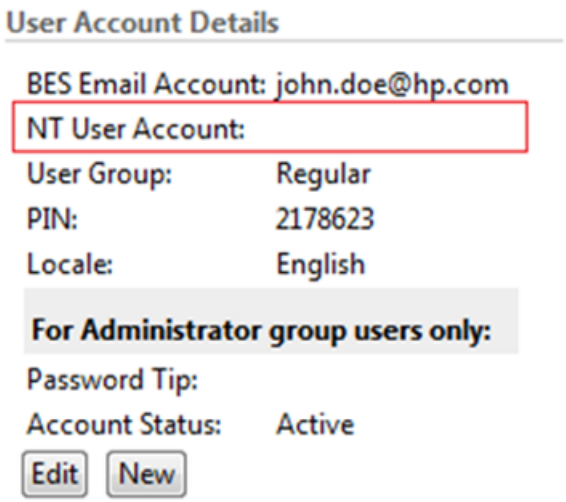
A job sent from client to a secure printer (HPAC, SafeCom, Pharos, Nuance Equitrac, or Ringdale FollowMe), correctly rendered (HP ePrint Enterprise server responds positively, and is able to send job to remote Windows queue), but user is unable to retrieve it at the printer.

This usually happens because the jobs are not sent directly to a printer, but to a Windows share, which then tries to authenticate users that must pull the job at the printer, given his/her credentials. For this to happen, the job must be sent with proper user identification in form of PJL (Print Job Language) attributes, which are embedded in the job. These attribute headers should look more or less like this:

```
@PJL SET ePrintEmail = "john.doe@hp.com"
@PJL SET ePrintNTAccount = "DOMAIN\john.doe"
@PJL SET ePrintUsername = "john.doe"
@PJL ENTER LANGUAGE=PCL
```

When users are auto-provisioned in the database (see auto-provisioning settings), every valid email address that arrives at the server is considered a valid new user, which is then automatically inserted in the database. The HP ePrint Enterprise service account then tries to query the Active Directory with this email address, looking for that user domain\login information. Whenever this fails (i.e., the HP ePrint Enterprise service account specified during setup is not authorized to query the Active Directory), the user is provisioned in the database WITHOUT domain\login information.

To verify this condition, simply enter the administration console and look for the user that experiencing the problem. Check whether or not the “NT User Account” field is provided:



If “NT User Account” is empty, then the PJL header is probably generating like this:

```
@PJL SET ePrintEmail = "john.doe@hp.com"
@PJL SET ePrintNTAccount = ""
@PJL SET ePrintUsername = ""
```

In this case the Windows queue receives the job correctly, but the secure pull printing solution cannot identify the originating user, and therefore can’t retrieve it.

Complete the following steps to correct this:

1. Manually enter a valid NT user account.
2. Identify why the service account cannot query **Active Directory**. The two most common reasons are:
   a. The HP ePrint Enterprise service account provided during setup is actually a local machine administrator account (not a domain account). To address this, use a domain account with administrator rights instead.
   b. The provided HP ePrint Enterprise service account, even if a domain account, does not have enough, or specific, rights to query Active Directory. You will have to enable this to allow the HP ePrint Enterprise service to automatically find the user login.

2.2.5 Jobs sent to Secure Pull Print printers do not appear under the correct user

For more information about configuring Secure Pull Print printers using HP Access Control, see *Secure Pull Print using HP Access Control* section of the HP ePrint Enterprise Administration Guide.

For more information about configuring Secure Pull Print printers using SafeCom, see *Secure Pull Print using SafeCom* section of the HP ePrint Enterprise Administration Guide.

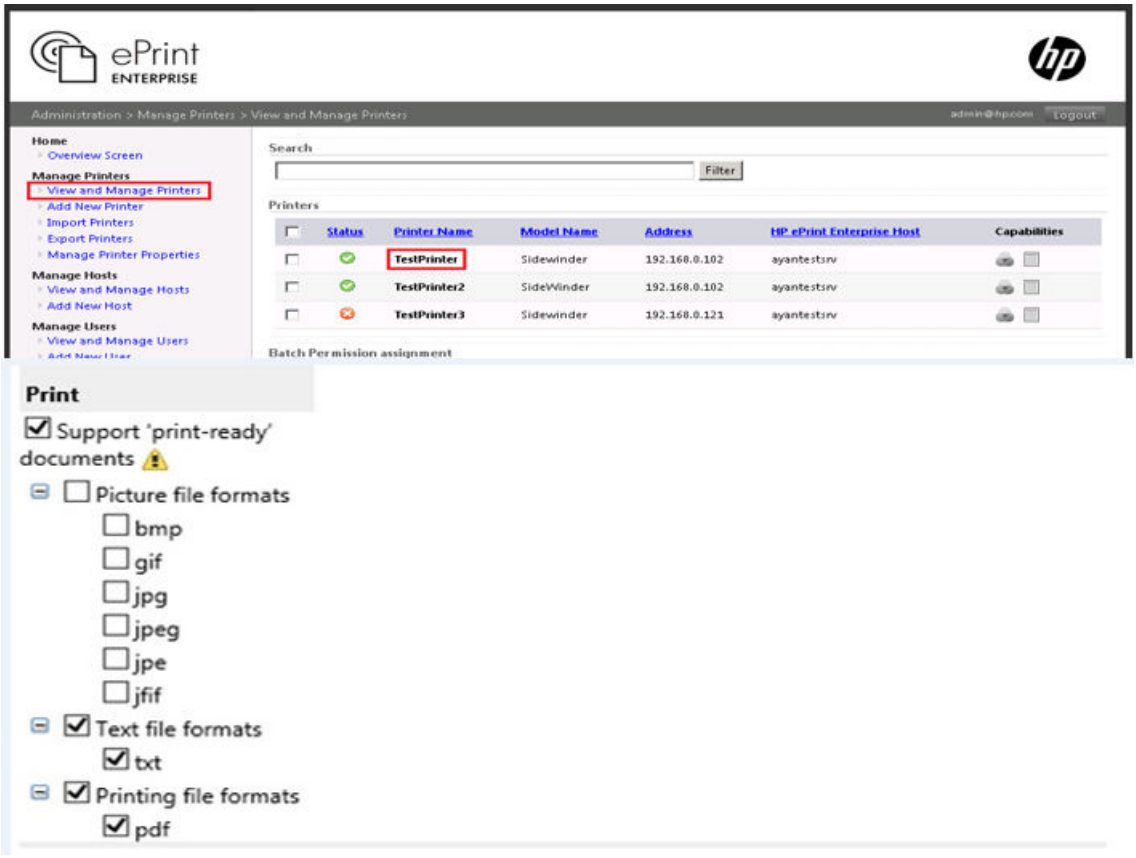
2.2.6 Jobs sent to PIN printers are correctly submitted, but do not print

In this scenario print jobs are sent from mobile clients to Job Retention-enabled printers and are correctly rendered, but users can't retrieve them at the printer.

To troubleshoot, ensure that the printer configured with Job Retention mode in the ePrint Enterprise server application actually supports Job Storage. In addition, ensure the printer has enough storage on its hard drive to store the job. If the hard drive is full and can't store a job, the printer generates a hard copy that is sent to the paper output tray of the printer, and the printer hard drive must be cleared.

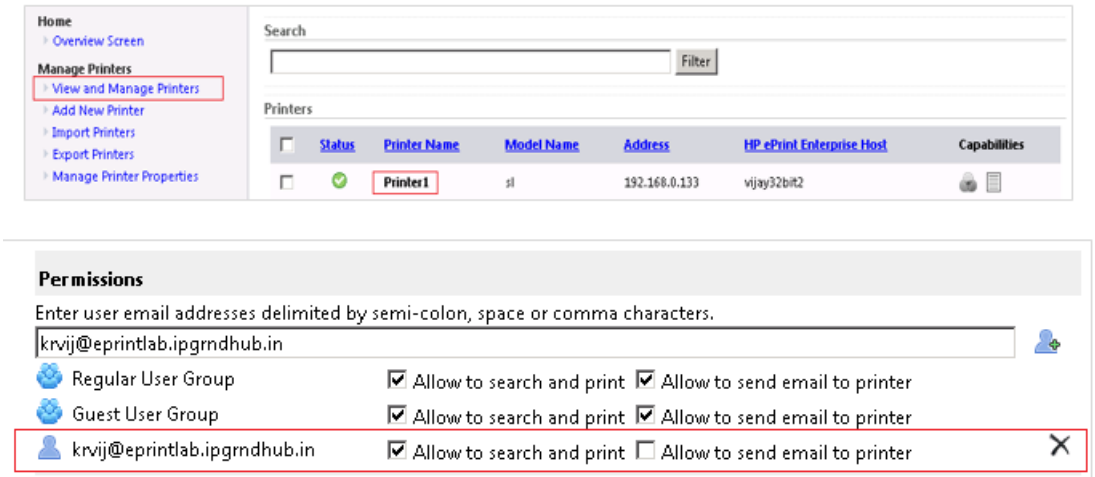
2.2.7 Print-ready documents print continuously

This scenario may occur if a print job is submitted to a printer that does not support print-ready functionality for the particular file type. Ensure that only those file types which are supported by the printer are checked.



2.2.8 User can print from ePrint Services App but cannot print using Email Printing

For this scenario, check if the user or the user group to which the user belongs has permissions for email printing. Select and edit the printer of interest and check if the user is allowed to do email printing.



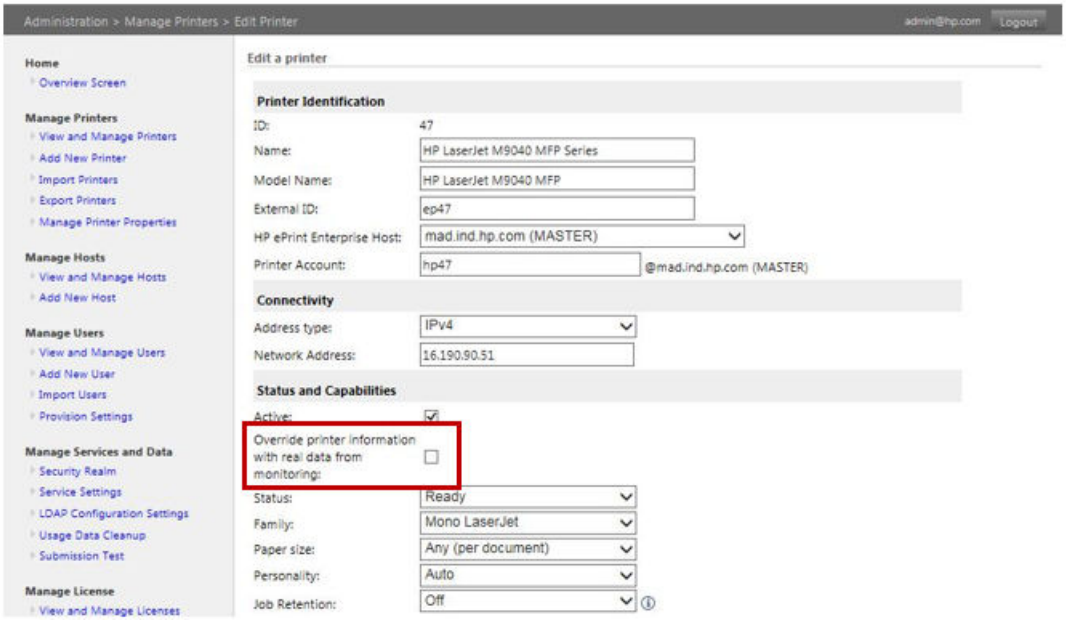
NOTE: User permissions take precedence over user group permissions.

2.2.9 Non HP printer status icon reflects the state as “Ready” inspite of printer being readily available

In this scenario, when sending jobs to non HP printers disable Override printer information with real time data by completing the following steps:

1. Click **View and Manage Printers** screen to redirect to the printer editing form.
2. Select the printer and click **Edit**.
3. Uncheck the option **Override printer information with real data from monitoring**.

Figure 2-11 Edit a printer



2.2.10 Missing images in HTML documents

HTML documents or emails sent in text/html format may contain images whose source refers to internet URLs. While ePrint Enterprise attempts to fetch the proxy details configured in the system, it may not succeed in certain scenarios. If this occurs, manually configure the proxy details in CloudPrint.Settings.xml.

```
<group name="RenderService.HTMLPrintProvider">
  <property key="wkhtmltopdfArguments"
            description="Arguments used by wkhtmltopdf.exe process. Arguments should be comma
      separated. eg: [argKey1][space][argValue1],[argKey2][space][argValue2],..">
            - javascript-delay 5000, -enable-internal-links, --proxy [server:port]
  </property>
</group>
```

2.3 Permission problems

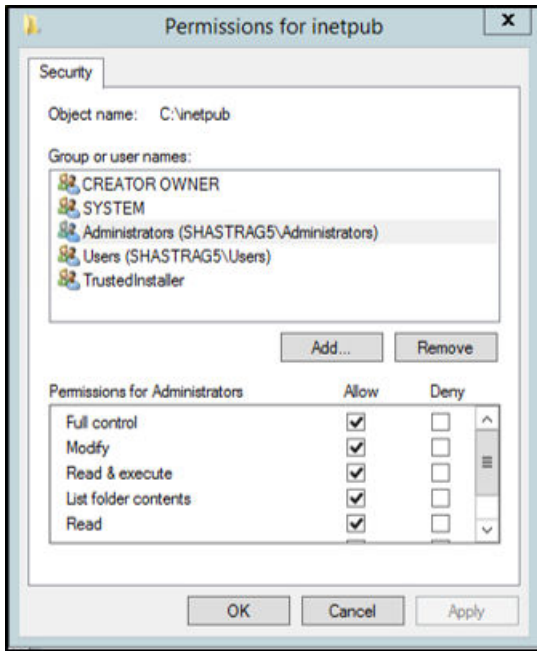
The Microsoft Windows operating system manages a range of system resources used by HP ePrint Enterprise which include files, MSMQ objects, and others. For proper HP ePrint Enterprise operation these resources must have the correct permissions.

2.3.1 IIS directory permission

If IIS is already installed, installing HP ePrint Enterprise will deploy ePE related web services under the IIS root folder. For example, E:\inetpub or C:\inetpub folder.

The HP ePrint Enterprise installation will fail if the IIS root folder does not have “write” permissions during installation. For successful installation, the administrator needs to provide “write” access to the IIS folder.

Figure 2-12 Permissions for inetpub



2.3.2 File permission problems

Other product installations or user actions may change permissions, denying access to files. The following figures show some failure messages related to wrong permissions on %ALLUSERSPROFILE%\Application Data\Hewlett-Packard\HP CloudPrint folder.

```
2010-09-15 09:58:18,315 [1668] CMessageParser::CreateStore start
2010-09-15 09:58:18,315 [1668] CMessageParser::Save - Error creating store: 5

2010-09-15 09:58:18,315 [1668] CTransportSink::OnMessageSubmission COM Exception 0x80000005
2010-09-15 09:58:18,315 [1668] CTransportSink::OnMessageSubmission end
```

Figure 2-13 Job submission test

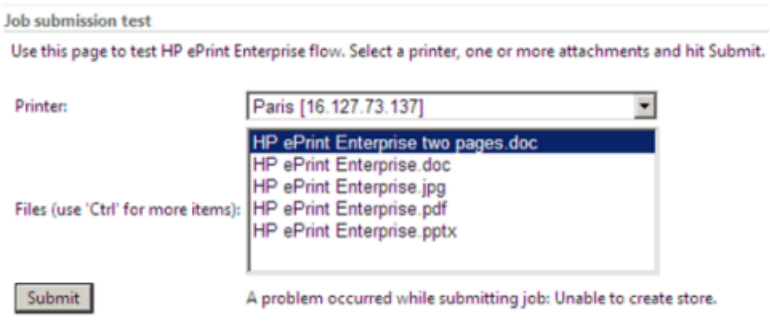
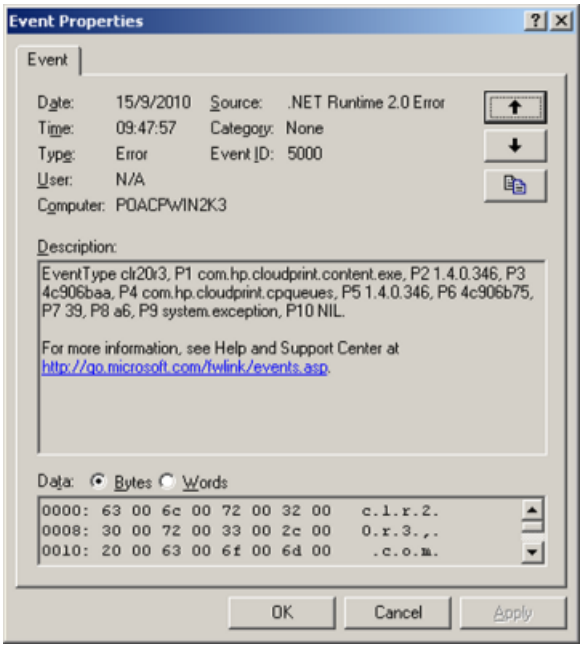
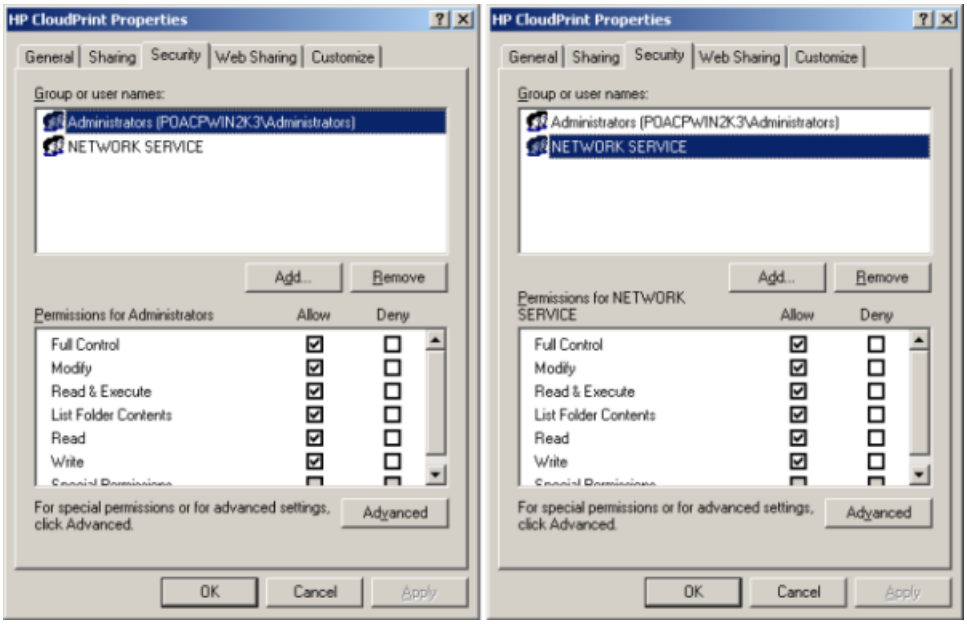


Figure 2-14 Event Properties



It is important to set and keep the default permissions. Minimum permissions include Full Control for the Administrators Group and NETWORK SERVICE user. The NETWORK SERVICE access right is necessary for the administration console (including Submission Test page) to work properly.

Figure 2-15 HP CloudPrint Properties



2.3.3 MSMQ queues access rights

HP ePrint Enterprise uses MSMQ queues to send job processing information throughout HP ePrint Enterprise modules. Default permissions are set on queue creation, which include full control to the owner of the queue (in most cases the SYSTEM account) and full control for Everyone user.

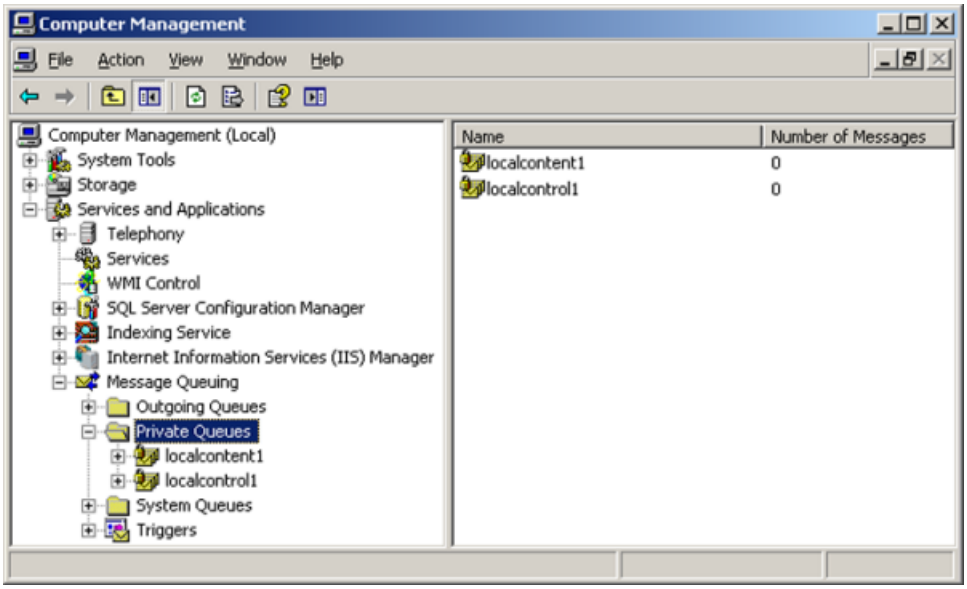
```
2010-09-14 18:12:15,461 [1] ERROR Com.Hp.CloudPrint.CPQueues.CPQueue - Exception while trying to
send a message with label JOBG:GUID=1234566342008473521136 20:USERID=admin@hp.com:PRINTERID=1 to
the queue.\private$\LocalContent1
System.Messaging.MessageQueueException: Access to Message Queuing system is denied.

2010-09-14 18:27:42,874 [8] ERROR Com.Hp.CloudPrint.CPQueues.CPQueue - Exception while trying to
send a message with label JOBC:GUID=1234566342008565617107 64:USERID=1:PRINTERID=1:JOBID=8 to the
queue.\private$\CP_16.127.73.137. Queue was not ready
```

Type Host Data	TimeStamp	System Module Username	Session/Job
Information poacpwin2k3.americas.hpqcorp.net Description:Job content was received, stored and is ready for printing File:HP CloudPrint Enterprise Edition.doc	14/9/2010 18:27:40	ContentService admin@hp.com	8
Error poacpwin2k3.americas.hpqcorp.net Category:Processing Description:Failed to send job to the printer queue Queue:PRIVATE$\CP_16.127.73.137	14/9/2010 18:27:42	JobDispatchService admin@hp.com	8
Error poacpwin2k3.americas.hpqcorp.net Category:Processing Description:Failed to send job to the printer queue Queue:PRIVATE$\CP_16.127.73.137	14/9/2010 18:27:42	JobDispatchService admin@hp.com	8

To verify queue permissions, complete the following steps:

1. Go to **Start**, **Administrative Tools**, **Computer Management**.
2. On the left menu (tree), expand **Services and Applications**.
3. Expand **Message Queuing**.
4. Expand **Private Queues**.

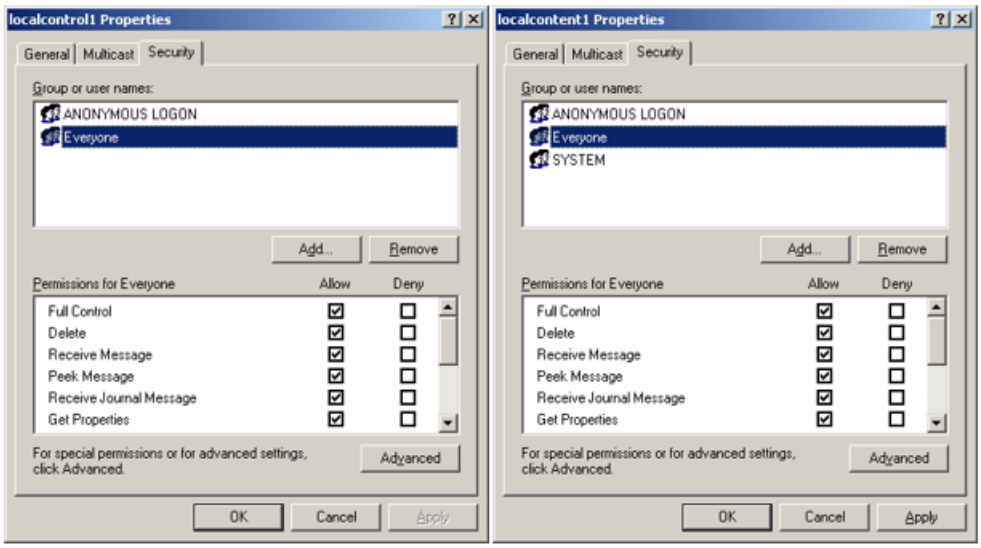
Figure 2-16 Computer Management



Queue names are defined by LocalControlQueueName, LocalContentQueueName, and PrinterQueuePrefix on CPQueues session of HP ePrint Enterprise settings file.

5. Right-click the queue you want to verify, and select **Properties**.

Figure 2-17 Local content Properties

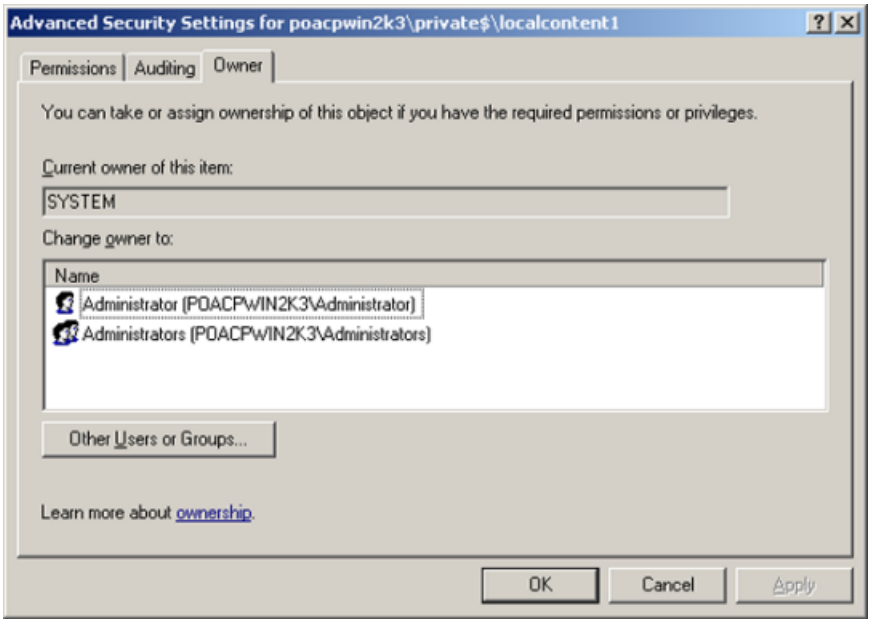


Only the owner of the queue can adjust queue permissions. To set the owner, complete the following steps:

1. Go to **Start**, **Administrative Tools**, **Computer Management**.
2. On the left menu (tree) expand **Services and Applications**.
3. Expand **Message Queuing**.
4. Expand **Private Queues**.
5. Right-click the queue you want to verify, and select **Properties**.
6. On queue Properties window, select **Security** tab.
7. Click **Advanced**.

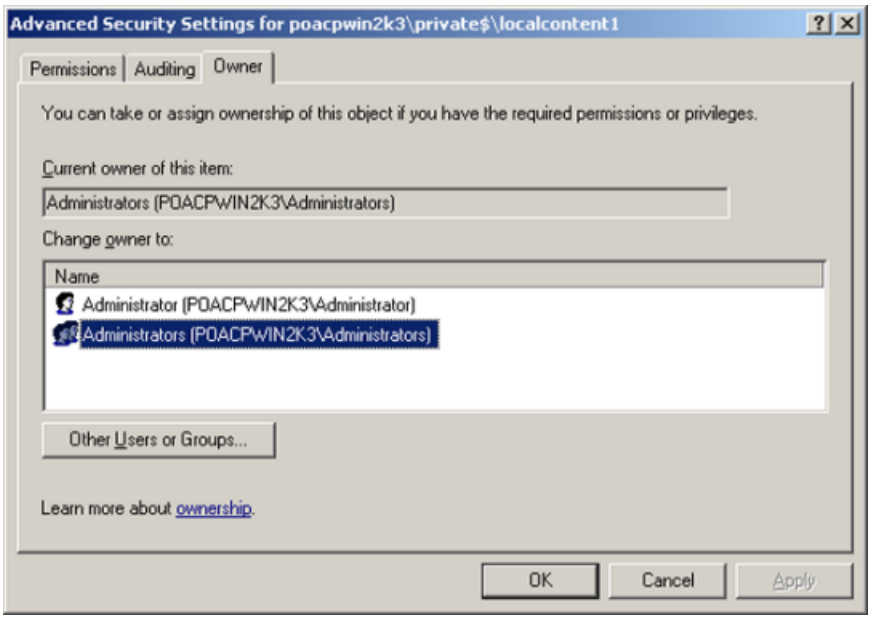
8. On Advanced Security Settings window, select **Owner**.

Figure 2-18 Advanced Security Settings



9. Click a name on the list (preferably one that reflects the current logged on user or group), and click **Apply**. Certify that the Current owner is the user/group that has been selected.

Figure 2-19 Advanced Security Settings



10. You can now adjust other queue settings.

⚠ **WARNING!** Setting the wrong permissions can permanently compromise access to this object, and may require MSMQ reinstallation to restore access.

If queue access issues continue: take queue ownership, right-click the queue and select **Delete**. Restart HP ePrint Enterprise. HP ePrint Enterprise creates the queue with default access permissions.

IMPORTANT: Never adjust permissions or change ownership of an MSMQ queue while HP ePrint Enterprise is running. Always shut down the services before performing any changes on MSMQ objects.

2.4 API configuration problems

2.4.1 Unable to access the new API

The new API is installed by default under a web application named gd inside the IIS root (e.g. C:\Inetpub \wwwroot) folder. To test minimal functionality, point a web browser to the following URL:

- http://<installation host>/gd/version/

IMPORTANT: Do not forget to append the slash at the end of the URL.

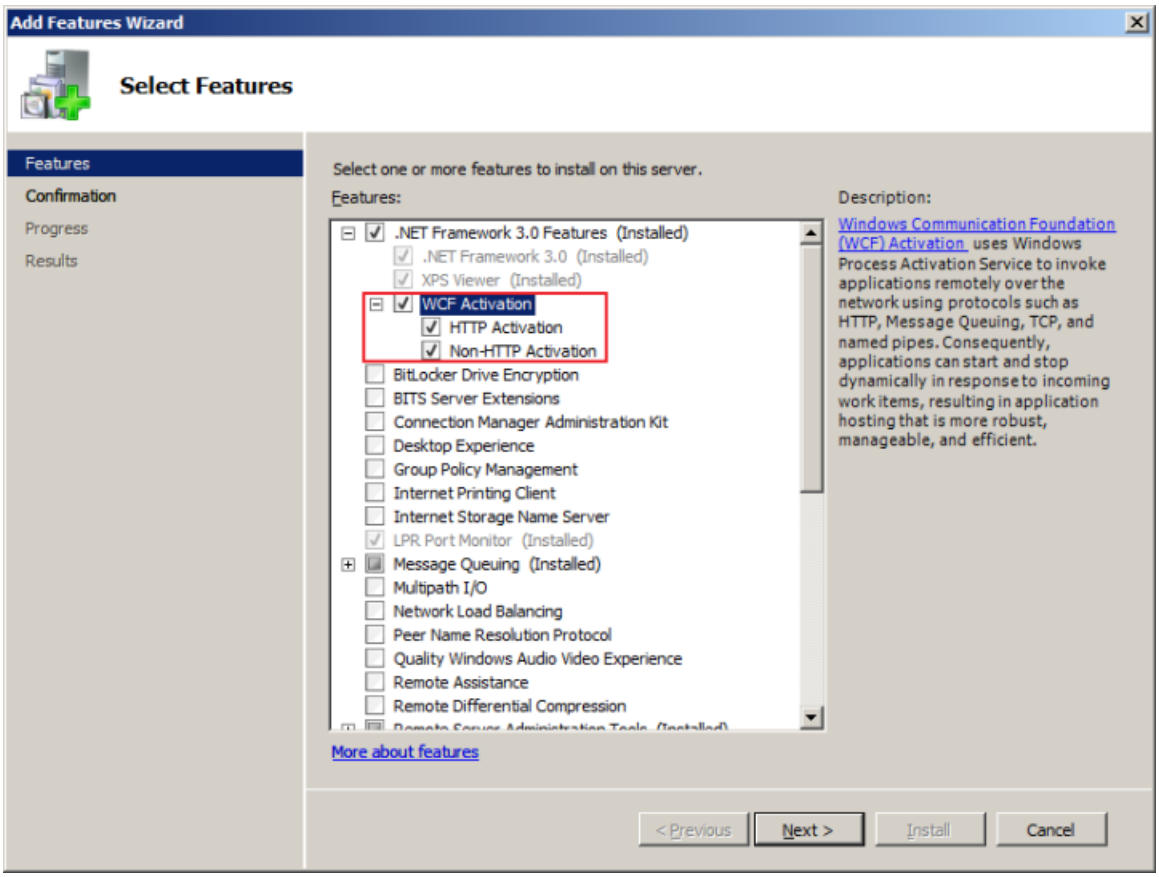
A version number in x.x.x format should be returned. However, several errors can occur, and the following sections show some of them.

2.4.1.1 WCF Activation is missing (Windows Server 2008)

HP ePrint Enterprise returns 404 errors while accessing http://<installation host>/gd/. This may occur if WCF Activation was installed on the server.

To install WCF Activation, go to **Server Manager**, select **Features**, and on the right menu, select **Add Features**. Under .NET Framework 3.0 Features, certify that WCF Activation is selected:

Figure 2-20 Select Features

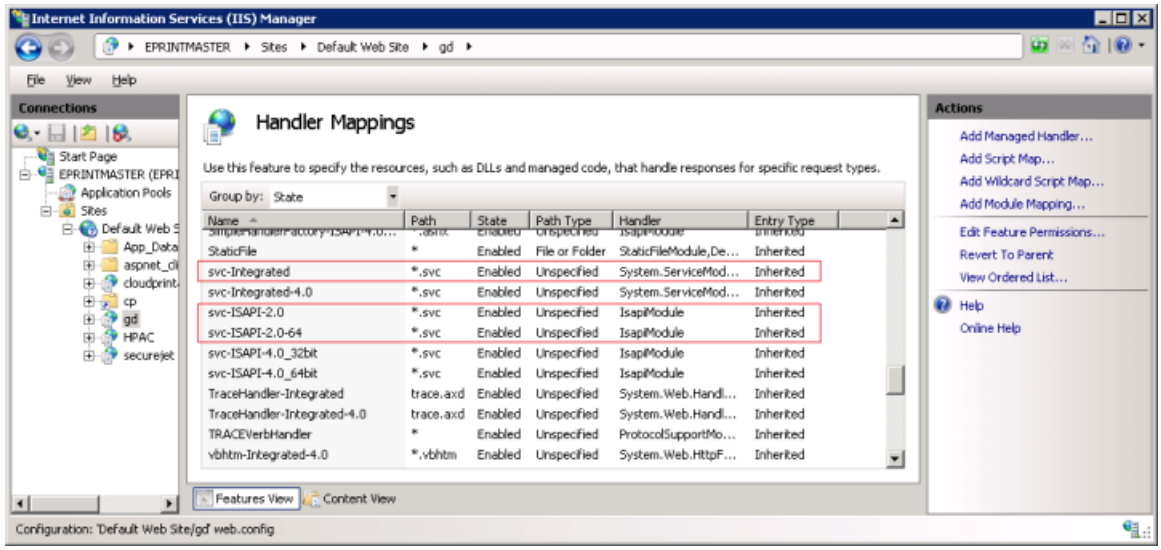


Click **Next** and **Install** to perform the installation of WCF Activation Service.

2.4.1.2 SVC mapping is missing (Windows Server 2008 or Windows Server 2012)

The HP ePrint Enterprise installer tries to add the *.svc mapping into the /gd application. In the **Handler Mappings** section, verify that *.svc is registered:

Figure 2-21 Handler Mappings



If not registered, you can create a *.svc handler by selecting **Add Managed Handled** under **Actions** panel:

- Request path? *.svc
- Enter: System.ServiceModel.Activation.HttpHandler, System.ServiceModel, Version=3.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089.
- Name: svc-Integrated.
- Request Restrictions: Default values can be applied.

Figure 2-22 Add Managed Handler

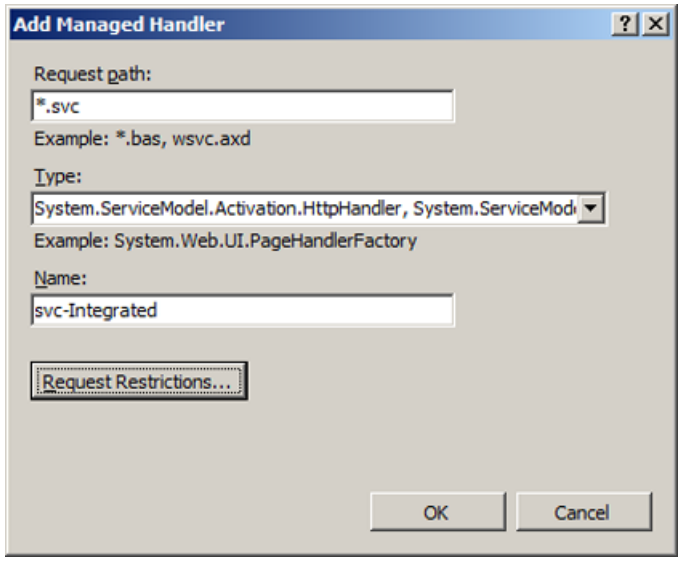
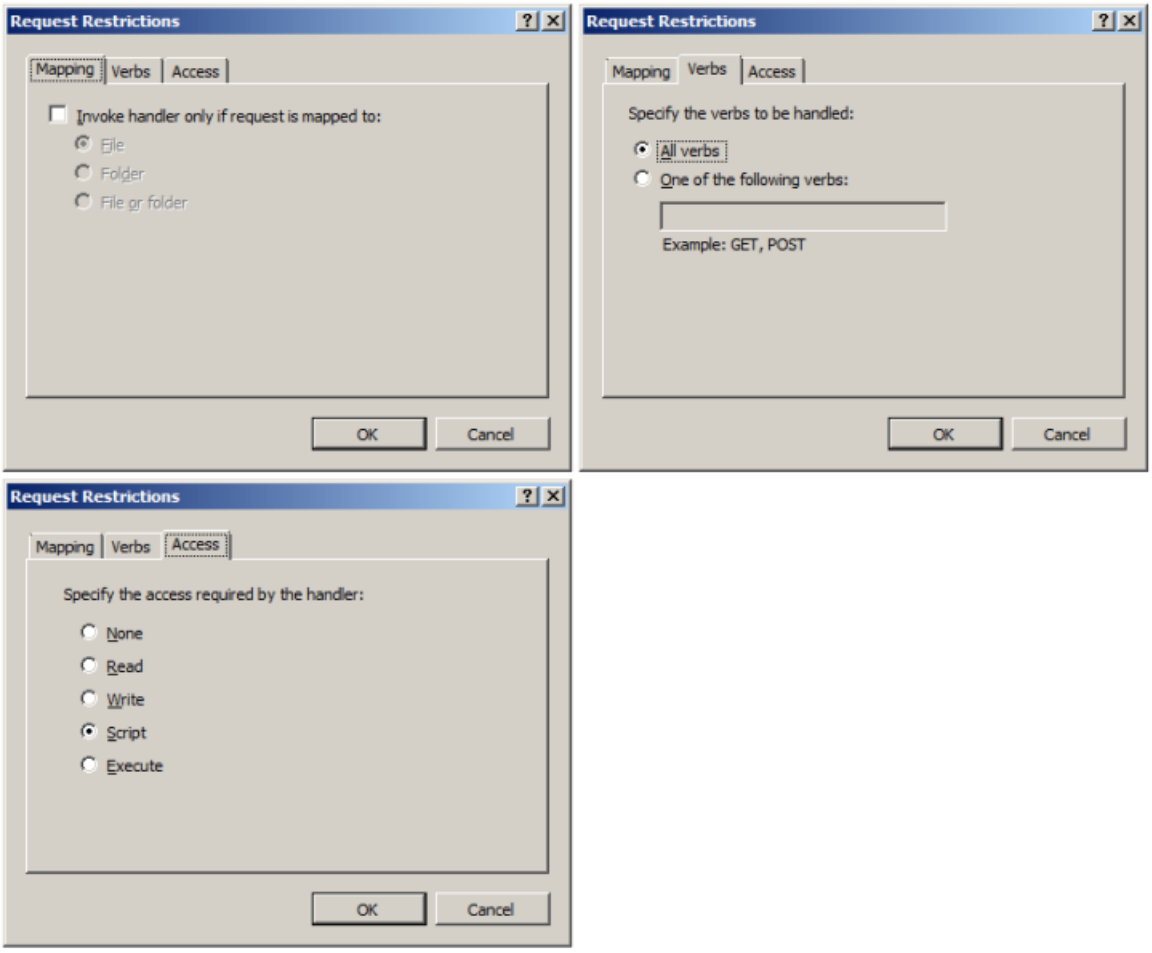


Figure 2-23 Request Restrictions



If this doesn't help, re-map from the parent by setting the **Entry Type** to **Inherited from Local**. Right-click the managed handlers svc-Integrated, svc-ISAPI-2.0 and svc-ISAPI-2.0-64 and click **Revert to Parent**.

2.4.1.3 Unable to activate an HP ePrint Enterprise user on iOS or Android devices using the HP ePrint app

If user activation is attempted using the HP ePrint Enterprise app on Apple (iOS) or Android devices, you may get the following error:

On the HP ePrint Enterprise client:

Activation failed, please verify if you entered the correct code or try to sending the email again.

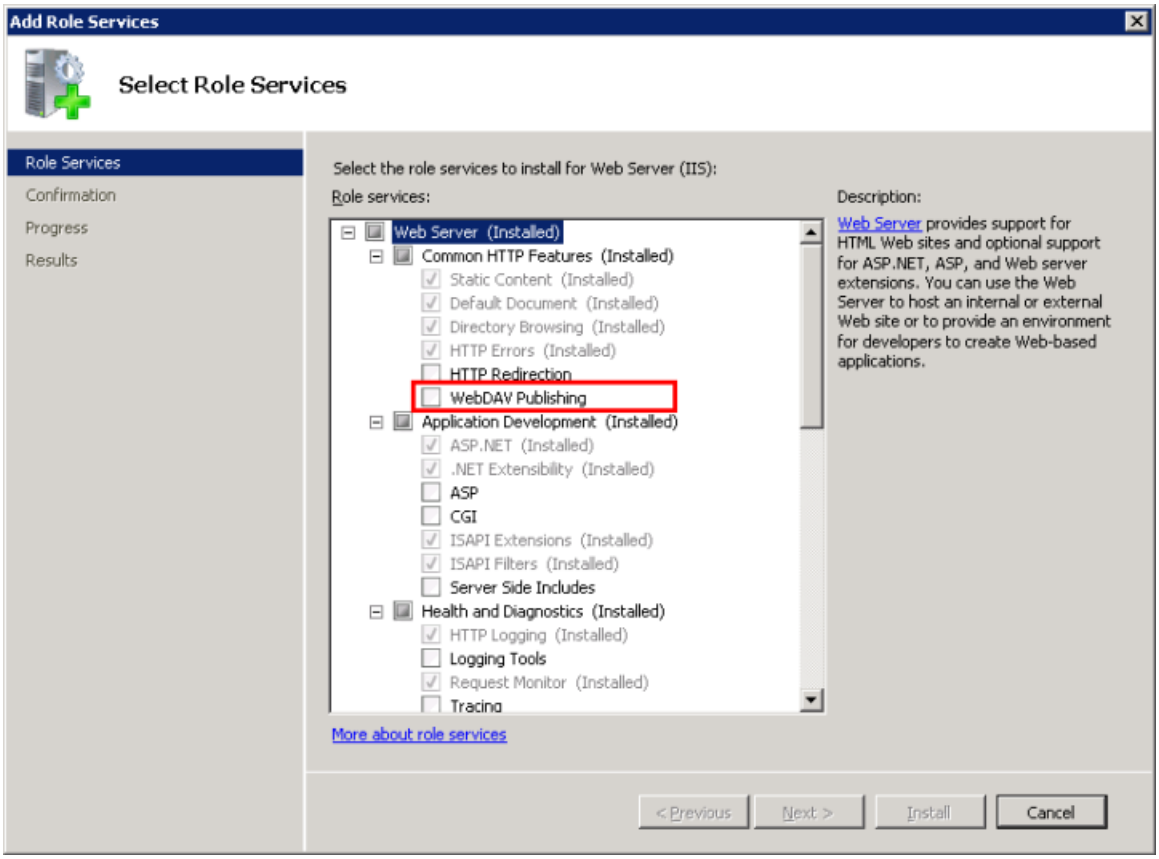
On HP ePrint Enterprise server (Windows Server 2008):

```
HTTP/1.1 405 Method Not Allowed

The page you are looking for cannot be displayed because an invalid
method (HTTP verb) is being used.
```

To resolve this issue, complete the following steps:

1. Check whether you can access http://<installation host>/gd/ on the iOS or Android device.
2. If yes, run any one of the available Web debugging tools such as Wireshark or Fiddler. If the trace result generates the error “HTTP/1.1 405 Method Not Allowed”, go to the next step.
3. Clear the WebDAV Publishing role service from the HP ePrint Enterprise server, and then activate HP ePrint Enterprise again.

Figure 2-24 Select Role Services



2.4.2 Configuring log for SVC calls

SVC calls logging can be activated by un-commenting out the logging section in IIS root\gd\web.config. The SVC log file is configured to be generated under C:\logs\eprintrest.svclog. To view the log file, use Microsoft Service Trace Viewer. This tool is available in Windows SDK.

2.5 Other problems

2.5.1 Administration page layout problems — bad fonts and/or missing images

This error occurs when images and CSS files are not applied to web pages because the Static Content IIS component is missing from server installation. To add, complete the following steps:

1. Go to **Start**, **Administrative Tools**, **Server Manager**.
2. On the left menu (tree), expand **Roles**.
3. Select **Web Server (IIS)**.

4. On the right, scroll down to **Role Services**. The **Static Content** is not installed by default.
5. Click **Add Role Services**, and select **Static Content**. Click **Next**.
6. Finish the wizard. The IIS must be restarted for changes to take effect.

2.5.2 No proper host configuration found

This error occurs when trying to access the administration console on the web browser and the database connection fails. The logging screen does not display, and the following error message appears:

The server cannot identify whether it is a primary or a secondary instance. This is usually due to a connection failure with the database from a 'cloudprint' provisioned user who should have admin rights. This will prevent the system from working properly.

2.5.2.1 Set as Mixed mode

If the SQL Server Express on the local system not installed with login mode set to Mixed. If this is not true, your SQL Server Express might be demanding the administrator to be a Windows user account.

If uncertain, locate the following registry key:

`HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\<instance_name>\MSSQLServer Key: LoginMode`

Being `<instance_name>` the current SQL Server Express version, usually `MSSQL10.SQLEXPRESS`

If the LoginMode key is NOT set to 2 (Mixed mode), you can manually do so by editing this registry key, and restart SQL Server Express on the system. This allows for both Windows accounts and provisioned SQL users (such as 'cloudprint') to properly connect to the database.

This error can also occur if there are two (or more) instances configured as HP ePrint Enterprise primary instances. There can be only one primary instance at a time.

2.5.2.2 Reset SQL Database connection password

Depending on SQL Server Login password expiration policy, CloudPrint.Settings.xml may refer to SQL connection string password that is expired. To reset the SQL connection string password in CloudPrint.Settins.xml, complete the following steps:

1. Open Windows Command Prompt
2. Point to ePrint Enterprise installation directory
3. Run SQLConnectionTool/testconnection
4. If the response of step 3, above, communicates a failure to connect to ePrint Enterprise database
    a. SQLConnectionTool/resetpassword [newpassword]
5. Run SQLConnectionTool/testconnection again to reconfirm successful connection.

2.5.3 SMTP service crashing

The HP ePrint Enterprise SMTP sink component receives email messages that will be printed. It runs as a plug-in to the SMTP service.

If the SMTP sink component fails to process the message (runtime errors), it may start a loop to process the message again, leading to exhaustive system resource usage.

If this occurs, complete the following steps:

1. Stop the SMTP service.
2. Go to the folder where messages are located (usually C:\inetpub\mailroot\Queue).
3. Remove all .eml files from folder, and send it to the HP ePrint Enterprise support team to be investigated.

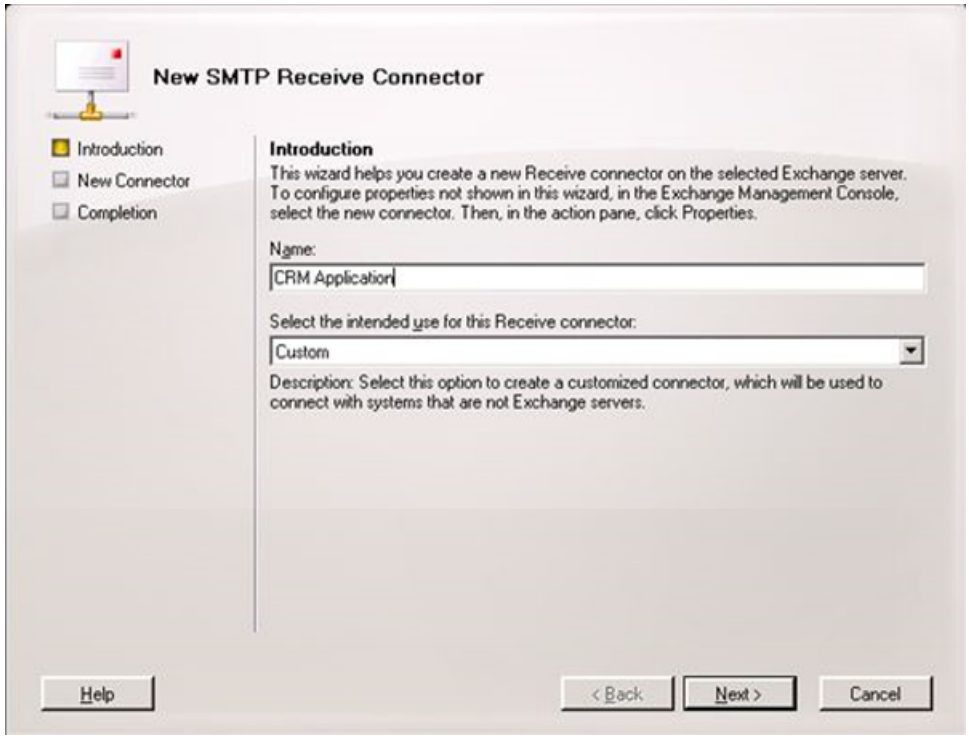
Restart the SMTP service.

2.5.4 HP ePrint Enterprise fails to send any emails

This problem can occur when there is an authentication issue between the ePrint server and the Exchange server when using Exchange Server 2007.

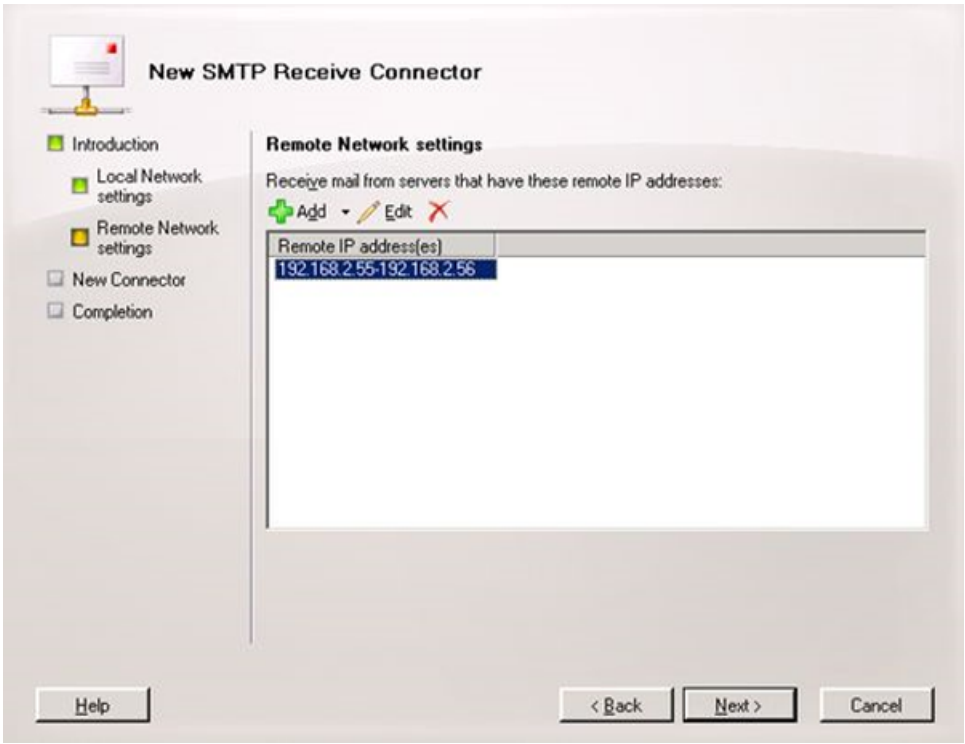
First, start with a new custom receive connector. (Think of receive connectors as protocol listeners. The closest equivalent to Exchange 2003 is an SMTP Virtual Server. A new one must be created, as you will want to scope the remote IP Address(es) that you will allow.)

Figure 2-25 New SMTP Receive Connector



Pay particular attention to the **Remote Network settings** screen. This is where you will specify the IP ranges of servers that will be allowed to submit mail. Add the IP's of all the ePrint Servers (Primary as well as Secondary instances).

Figure 2-26 Remote Network settings

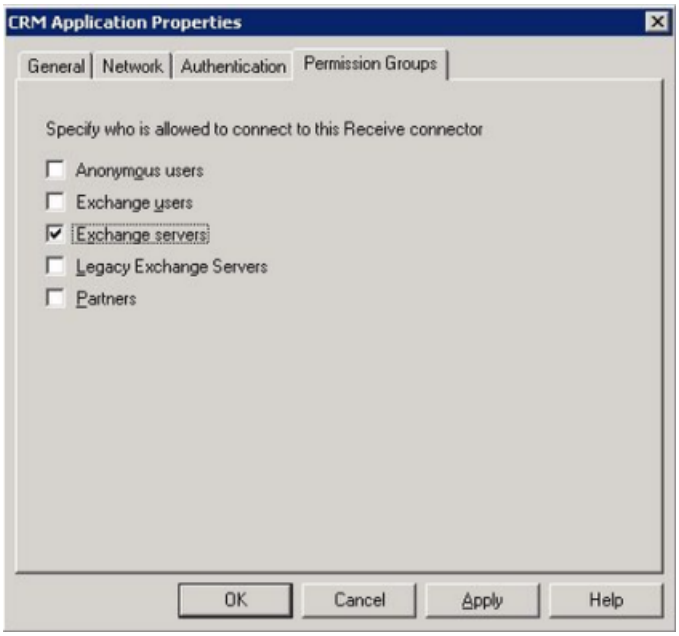


Next you will need to create the connector and open the Properties.

Make your new scoped connector an externally Secured connector

Before performing this step, the Exchange Server permission group must be enabled. From Properties, go to the **Permissions Groups** tab and select **Exchange servers**.

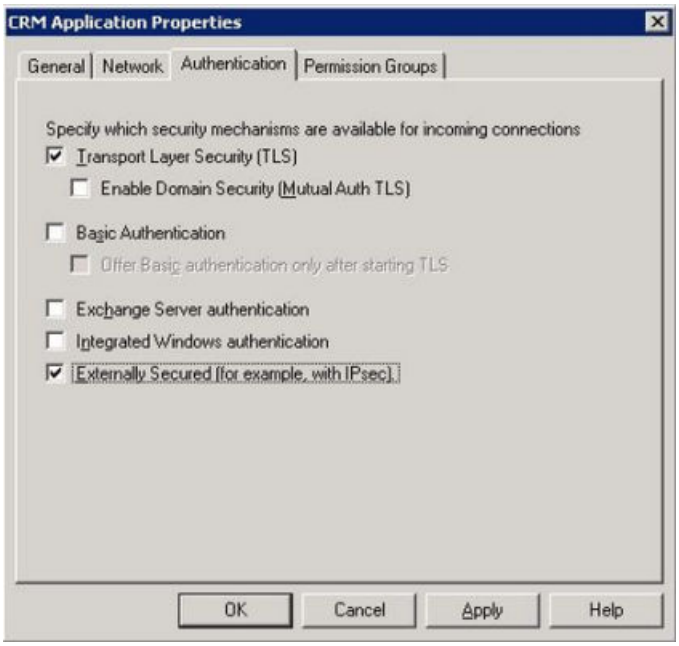
Figure 2-27 CRM Application Properties



Continue to the Authentication tab, and select **Externally Secured (for example, with IPsec)**.

This means you have complete confidence that the previously designated IP addresses are trusted by your organization.

Figure 2-28 Externally Secured



⚠ **WARNING!** If you do not perform these two steps in order, the GUI blocks you from continuing.

Do not use this setting lightly. You will be granting multiple rights, including the ability to send on behalf of users in your organization, the ability to ResolveP2 (that is, make it so that the messages appear to be sent from within the organization rather than anonymously), bypass anti-spam, and bypass size limits.

Basically, you are telling Microsoft Exchange to ignore internal security checks because you trust these servers. The nice thing about this option is that it is simple and grants the common rights that most people probably want.

2.5.5 Server connection problem using 'Android'

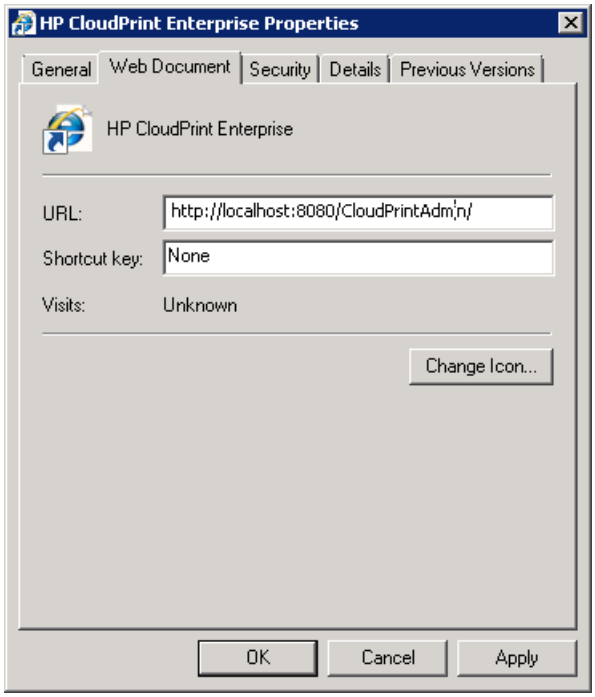
This message can sometimes appear when trying to enable Enterprise printing on Android mobile devices. To resolve this error, from within the Android ePrint app, navigate to **Settings**, and then turn on **ePrint**. When prompted for the ePrint Enterprise server information, enter **http://FQDN/gd** (where "FQDN" = the actual fully qualified domain name for the ePrint Enterprise server).

2.5.6 HP ePrint Enterprise desktop shortcut does not open after HTTP(s) Port is changed

This can happen when the HTTP(s) port is changed from its default value, i.e.:80, and 443. To fix this, complete the following steps:

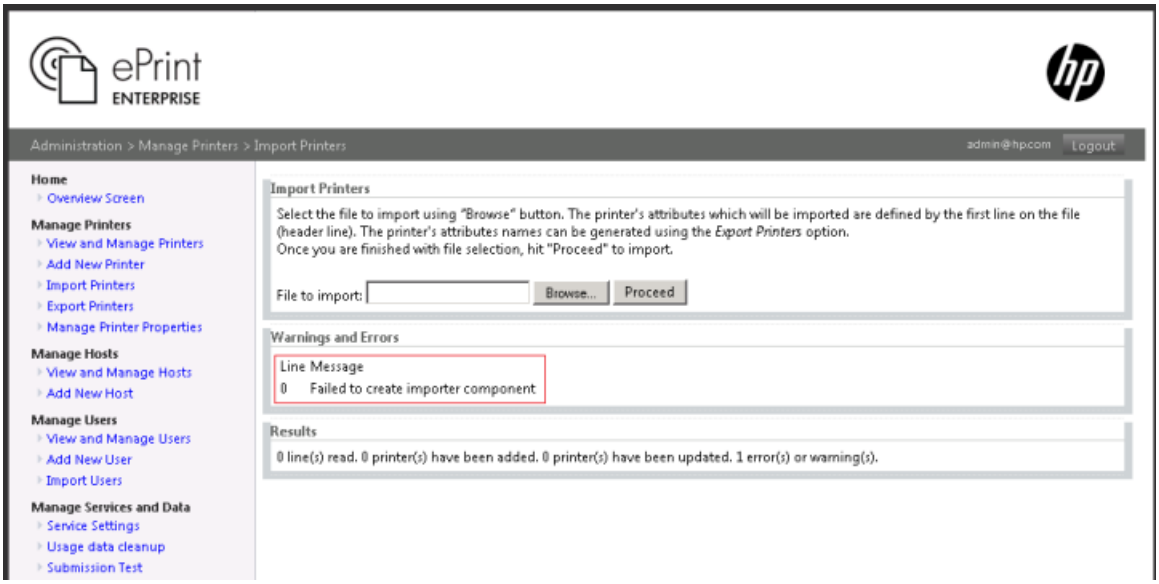
1. Go to the folder where ePrint is located (usually C:\Program Files\Hewlett-Packard\HP ePrint Enterprise).
2. Right-click the internet short **HP CloudPrint Enterprise**, and open **Properties**.
3. Change the URL from http://localhost/CloudPrintAdmin/ to http(s)://localhost:<port>/CloudPrintAdmin/

4. Click **OK**.



2.5.7 ePrint Enterprise fails to import printers exported in FIS format

When you try to import printers from an FIS sheet, it fails to import the printers with the following error: *Failed to create importer Component.*



This can happen if the importer component is not registered in your system.

Execute the following statement in your command prompt, and try again to import the printers:

```
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\RegSvcs.exe "C:\Program
Files\Hewlett-Packard\HP ePrint Enterprise
\com.hp.cloudprint.mixedarchcomponents.dll"
```

NOTE: Microsoft 2007 Office System Driver: Data Connectivity Components should also be installed on the Server if you are using any version of Microsoft Office, other than Microsoft Office 2007. It can be downloaded from here:

http://www.microsoft.com/en-us/download/details.aspx?id=23734

2.5.8 Unable to log in to the HP ePrint Enterprise administration page even after entering credentials

You are not be able to log in to the HP ePrint Enterprise administration page, even after entering credentials. After entering user name and password credentials, and clicking **Login**, the login page remains unchanged with a blank password field.

To resolve this issue, complete the following steps:

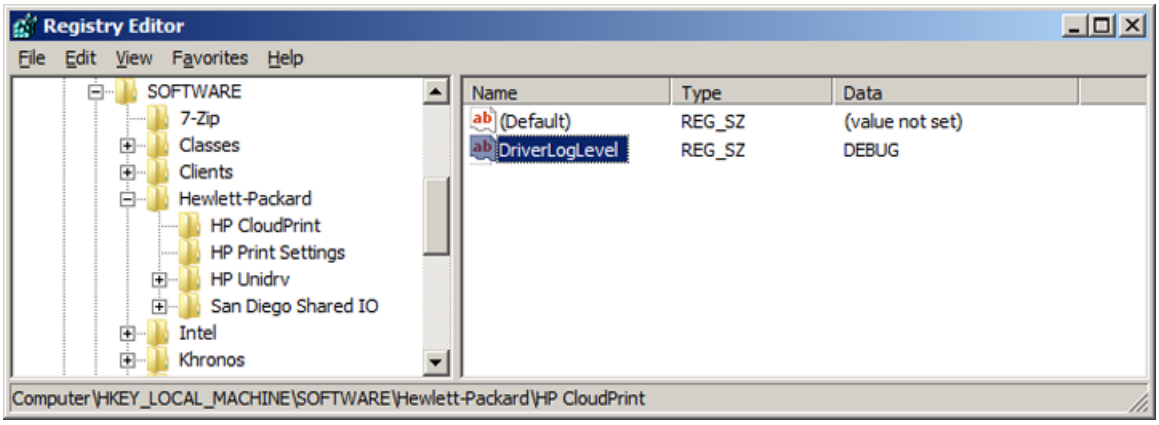
1. Close the HP ePrint Enterprise administration page.
2. In the Server Manager, click **Configure IE ESC**.
3. In the IE ESC window, turn off this feature for the Administrators group.
4. Launch the HP ePrint Enterprise and log in with your credentials.

2.6 Advanced logging

HP ePrint Enterprise can be configured to log more information to help the support team while investigating and resolving issues.

2.6.1 Driver logging

To configure verbose logging to HP CloudPrint printer driver, add a REG_SZ key named DriverLogLevel with value ‘DEBUG’ inside HKEY_LOCAL_MACHINE\SOFTWARE\Hewlett-Packard\HP CloudPrint registry key:



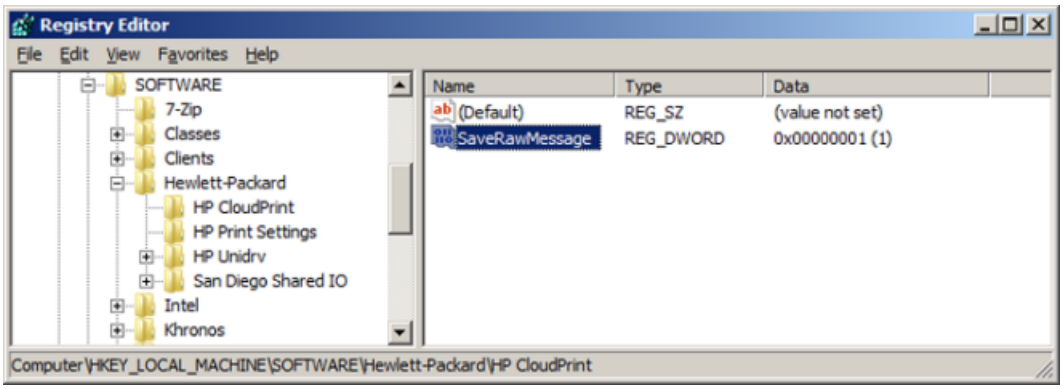
2.6.2 Persisting Print ready data

Logging of print ready data can be enabled or disabled by creating a key named SavePrintReadyData (REG_SZ, string) with value 1= log enabled, 0 = log disabled under HKEY_LOCAL_MACHINE\SOFTWARE \Hewlett-Packard\HP CloudPrint registry path. Log is stored under hpCloudPrint/logs folder.

2.6.3 Save email messages

For debugging purposes, the SMTP sink component can save email messages in raw format. When this option is active, text files containing the email will be written to the store folder (default %ALLUSERSPROFILE% \Application Data\Hewlett-Packard\HP CloudPrint\store).

To configure it, add a REG_DWORD key named SaveRawMessage with value 1 inside HKEY_LOCAL_MACHINE \SOFTWARE\Hewlett-Packard\HP CloudPrint registry key:



2.6.4 Default logging level

HP ePrint Enterprise logging is configured to log error messages only. For more verbose logging, configure the %ALLUSERSPROFILE%\Application Data\Hewlett-Packard\HP CloudPrint\conf\log4net.xml file replacing the default level value from “ERROR” to “ALL” inside the root element.

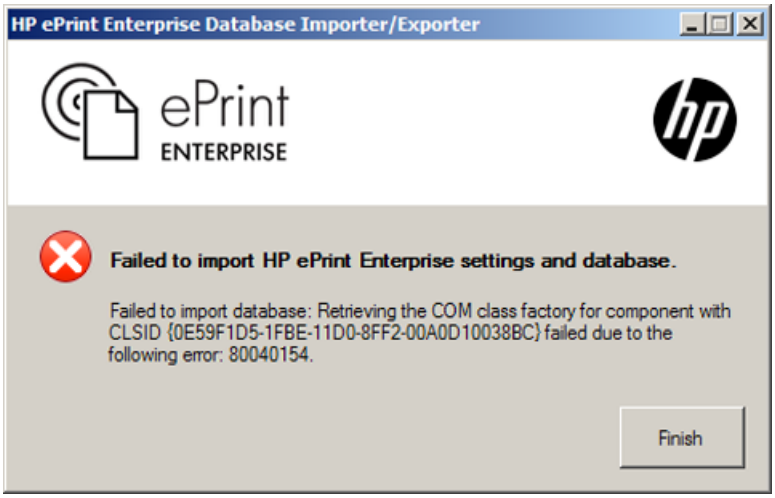
```
<root>
  <level value="ALL" />
  <appender-ref ref="SizeRollingLogFileAppender" />
</root>
```

3 HP ePrint Enterprise Data Administrator

3.1 Error while importing data

The Importer/Exporter tool relies on Microsoft Script Control (MSSCRIPT.OCX) for its data importing processes. Some operating systems (in particular, Windows 2008) may not have this component registered by default. In this is the case, the following error may display when importing data:

Figure 3-1 Unregistered MS Script Control error during data import



One possible workaround is to register Microsoft Script Control. For 64-bit Windows Server 2008, open a command prompt and issue the following command:

```
> regsvr32.exe %SystemRoot%\SysWOW64\msscript.ocx
```

IMPORTANT: The command prompt needs to be “run as administrator” otherwise the access to the registry may fail.

4 HP ePrint Enterprise mobile apps

4.1 HP ePrint Enterprise app for BlackBerry OS 7.1 and lower

4.1.1 Error while downloading app from ePrint Enterprise Server

If “Error 907 Invalid COD file” occurs while downloading the BlackBerry mobile client from http://<installation host>/cp, verify the IIS mime types in the IIS admin page, make sure the file types for .cod and .jad are properly set, having only one entry each:

- .jad = text/vnd.sun.j2me.app-descriptor
- .cod = application/vnd.rim.cod

4.1.2 Unable to search printers

Check if your HP ePrint Enterprise server is running with all components displaying a green light. This can be verified on the HP ePrint Enterprise administration page:

- http://<installation host>:<port>/CloudPrintAdmin

If the server is ok, verify the IT policies for the HP ePrint Enterprise server email address and hostname are correct, and are properly set. The policies on the BES server should be set as custom IT policies. After setting them, it may take some time before the devices are updated. For test purposes, you can push the configuration from the CloudPrintAdmin website. This is not for production, since the mobile devices will overwrite this configuration with the one from the BES during BlackBerry reboots.

Make sure that your BlackBerry can access the HP ePrint Enterprise web server. This requires the BES MDS tunnel, and no firewall blocking TCP port 80. To test your access to the HP ePrint Enterprise server, try to open http://<installation host>/cp from the BB Browser. If this fails, printing will not occur.

4.1.3 Can search printers, but not able to print

This error can occur if the BES server is able to reach the primary instance (where search is performed), but cannot reach the secondary instance where printing occurs. Confirm that BES server can communicate with HP ePrint Enterprise primary and secondary instance, and that DNS and network aliases (if any) are properly configured.

4.2 HP ePrint Enterprise mobile app for Android

4.2.1 Server connection problem using ‘Android’

This message can sometimes appear when trying to enable Enterprise printing on Android mobile devices. To resolve this error, from within the Android ePrint app, navigate to **Settings**, and then turn on **ePrint**. When prompted for the ePrint Enterprise server information, enter **http://FQDN/gd** (where “FQDN” = the actual fully qualified domain name for the ePrint Enterprise server).

4.3 HP ePrint Enterprise for Good

4.3.1 Red screen problems

Depending on your Good server configuration, you may notice a red screen immediately following the first installation, followed by the first log-in. In this occurs, the workaround is to stop the running application and start it again. The application will then display the agree screen and should work properly from that moment on (with no more freezes or red screen occurrences).

This usually occurs if the configuration in Good server prevents the freeze. To find and set the policy, use the Good Control web console: Policy Sets: Security Policies: check the “Require User Passwords”.

4.3.2 Boot loop problems

In Android devices running Jelly Bean versions 4.1.1 or 4.1.2, the boot loop problem is often noticed when connecting to certain wireless networks. Attempted connections to certain wireless networks causes a system error in the Android device, which then reboots. As the device boots up, it attempts the same wireless connection, causing the device to reboot again, and resulting in a ‘boot loop’.

This happens because there is an optional attribute that is not provided by some routers that the Android system code is expecting. A lot of Android technical forum posts speculate that it has to do with route to the internet, or lack thereof (i.e. Wireless Direct). In some way, this combines with a new wireless settings menu option provided by Android. The setting reads “Avoid poor wireless connections” and is in the form of a checkbox. The prescribed usage/benefit of this setting is to aid customers in avoiding networks with poor signal or bandwidth that could hinder their experience.

To resolve this boot loop problem, use one of the following:

- **First option** is to disable the “Avoid poor wireless connections” checkbox. However, some manufactures do not display this option to the user. So during the reboots you can quickly get into the wireless settings and either disable wireless, remove the current network configuration, or disable “Avoid poor wireless connections” then the reboots should stop.
- **Second option** is to have the user leave the range of the wireless network, or disable the wireless network, if it is a router to which they have access to.

  This allows the phone/tablet to fully boot. The user can then disable **Avoid poor wireless connections**. A network can now be selected from the wireless list (if the network is out of range or disabled, it should be at the bottom), and choose **Forget**, which removes the profile for that network. The device will not attempt to connect to it.

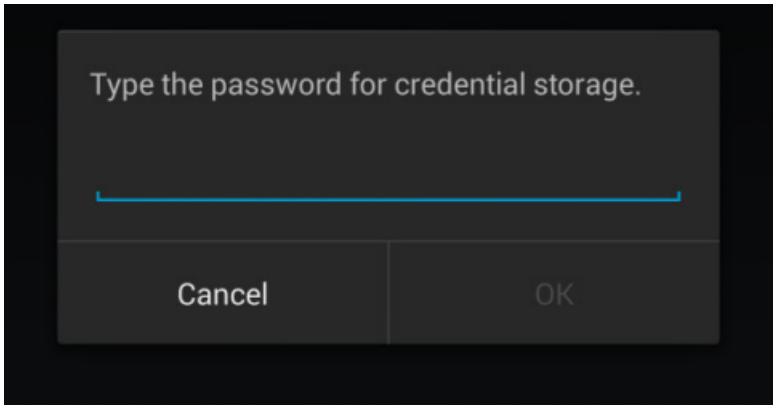
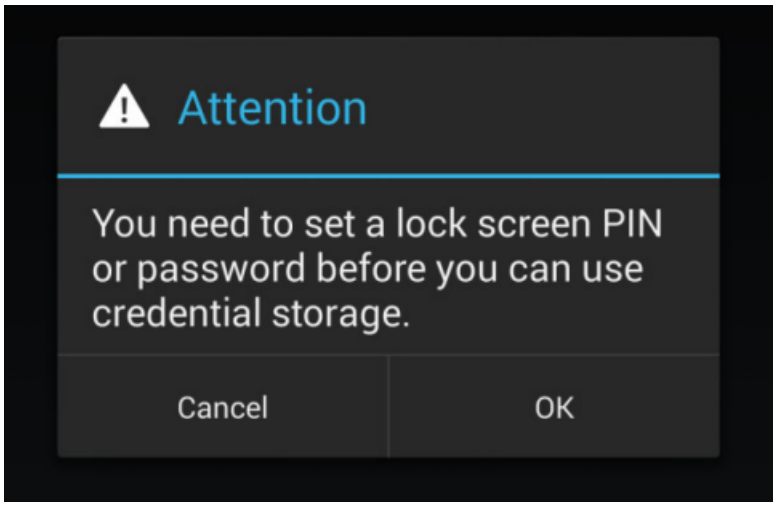
This is not a problem with the routers, but with Google’s implementation of the spec. Disabling the **Avoid poor wireless connections** setting is the ideal method for dealing with this issue. However, if user cannot access the setting, the remaining options are few: obtain a new router, wait for an OS update, or get a new device.

4.3.3 Resetting passcode

You may occasionally see a prompt to enter the password for credential storage, instead of being prompted to set a pin or password. This often means the user has not entered a password, or does not remember the password. Online research indicates this usually occurs for users attempting to set up wifi or VPN.

If this occurs, complete the following steps:

1. Cancel out of the **Type the password for credential storage** window.



2. Open the settings on your device.
3. Go to **Settings** > **Security**, and add a lock screen pin to your device.