

HP ePrint Enterprise

Troubleshooting Guide

Release 4.2

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Edition 4.2, 9/2015

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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

J		Browse for	a User Accour	nt
Jse the brov	se buttons	to select a dom	ain\server and a u	ser name.
omain or se	rver:			
<domain na<="" td=""><td>ame Selecte</td><td>ed></td><td></td><td>Browse</td></domain>	ame Selecte	ed>		Browse
<domain na<br="">Jser name:</domain>	ame Selecte	ed>		Browse



HP ePrint Enterprise Edition	x
Unknown error returned from NetAPI. System error: 1722	
OK	

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

Advanced sharing settings		x
) ← () → ↑ 🔣 « Net → Advanc → C) Search Contro	ol Panel	Q,
Change sharing options for different network profiles Windows creates a separate network profile for each network you use. You can options for each profile.	choose sp	ecific
Private		$- \odot$
Guest or Public		$- \odot$
Domain (current profile)		-
Network discovery		
When network discovery is on, this computer can see other network conducted devices and is visible to other network computers.	omputers	and
 Turn on network discovery Turn off network discovery 		
File and printer sharing		
When file and printer sharing is on, files and printers that you have sha computer can be accessed by people on the network.	red from	this
 Turn on file and printer sharing Turn off file and printer sharing 		
All Networks		$- \odot$
🛞 Save changes	Ca	ncel

- 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

	Network Connections	Advanced TCP/IP Settings	?
🕥 🕤 🕆 🔮 + Control Panel 🔸	Network and Internet Network Connections	IP Settings DNS WINS	
Organize + Disable this network devi	ce Diagnose this connection Rename this connection »	WINS addresses, in order of use:	
Ethernet	-		t
EPRINTLABCORE.IN	Internet Protocol Version 4 (TCP/IPv4) Properties		3
Intel(R) 82574L Gigabit Network	General Alternate Configuration	Add Edt Remove	
Ethernet Prope	You can get IP settings assigned automatically if your network su this capability. Otherwise, you need to ask your network administ		_
Networking	for the appropriate IP settings.	If LMHOSTS lookup is enabled, it applies to all connections f TCP/IP is enabled.	or which
Connect using:	Obtain an IP address automatically	Enable LMHOSTS lookup Import L	MHOSTS
Intel(R) 82574L Gigabit Network 0	Connecti Use the following IP address:	NetBIOS setting	
	IP address:	 Default: Use NetBIOS setting from the DHCP server. If statis 	r 1D address
This connection uses the following items	Subnet mask:	is used or the DHCP server does not provide NetBIO enable NetBIOS over TCP/IP.	
Client for Microsoft Networks	Default gateway:	Enable NetBIOS over TCP/IP	
File and Printer Sharing for Micr Microsoft Network Adapter Mult		O Disable NetBIOS over TCP/IP	
🗹 🔺 Link-Layer Topology Discovery	Mapper O Use the following DNS server addresses:		
 Link-Layer Topology Discovery Internet Protocol Version 6 (TC) 			
Internet Protocol Version 4 (TC)		OK	Cance
InstallUrinstall	Validate settings upon exit	ced	
Description Transmission Control Protocol/Interne			
wide area network protocol that provi across diverse interconnected network	des com	Cancel	
		80 80	
Γ	0K Cancel		

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 reinstall 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

General		haring	Security Ports	Device Settings Advanced
Int to the f		(s). Docum	ents will print to t	he first free
ecked por Port	t. Description	1	Printer	
D IP_1	Standard T Standard T Standard T	TCP/IP Por	t HP Universal t	Printing PCL 6
	Local Port		Microsoft XP HP Cloudprin	S Document Wr
	Local Port		HP Cloudprin	
hpcp2	Local Port		HP Cloudprin	t <u>-</u>
Add P	ort	Dek	te Port	Configure Port
Enable b	idrectional su	poot		
Enable p	rinter pooling			

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.
- 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

GO (?)	Sites Default Web Site do	udprintadmin 🕨	
Ele View Help			
Connections 🐙 🔜 🖄 😪	Authentication		
🏹 Start Page	Group by: No Grouping		
- 2 Application Pools	Name 🔶	Status	Response Type
🖃 🧕 Sites	Anonymous Authentication	Enabled	
🖻 😌 Default Web Site	ASP.NET Impersonation	Disabled	
	Basic Authentication	Disabled	HTTP 401 Challenge
🖃 💮 doudprintadmin	Forms Authentication	Enabled	HTTP 302 Login/Redirect
	Windows Authentication	Disabled	HTTP 401 Challenge
€			
€			
images images images			
printerarectory printers			
reports			
+			
• 💼 tracking			
+ users			
. 🐖 🗘			
🕢 💮 gd			
-			
	Easthree View		
	E Features View Content View		

Figure 2-5 Internet Information Services (IIS) Manager

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

Internet Information Services (IIS)	Manager Sites Default Web Site doug	dprintadmin 🕨 print	terdirectory 🕨
Elle View Help			
Connections	Authentication		
Start Page	Group by: No Grouping •		
Application Pools	Name 🔶	Status	Response Type
E- i Sites	Anonymous Authentication	Enabled	
🖻 😌 Default Web Site	ASP.NET Impersonation	Disabled	-
	Basic Authentication	Disabled	HTTP 401 Challenge
i doudprintadmin	Forms Authentication	Enabled	HTTP 302 Login/Redirect
🕀 🔛 bin	Windows Authentication	Disabled	HTTP 401 Challenge
€ CSS			
ter in the sets			
images images images			
printerdirectory printers			
Teports			
epuiles			
tracking			
1 users			
Φ-💭 Φ			
😐 💮 gd			
	E Features View		
Configuration: 'Default Web Site/cloudprintage	dmin/printerdirectory' web.config		

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

t Co t an t Co t Co t Co					Adyanced
t	Co Co	Co Co Co F	Co Co Co F	Co Co Co F	Co Co Co F

- 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

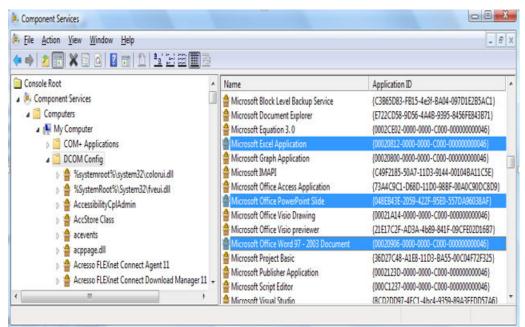


Figure 2-9 Required changes: MS Office 2010 and MS Office 2013

	onent Services\Computers\My Computer\DCOM Config]			_ 0
File Action View Favorites	Window Help			-8
• 🔿 🙋 📅 🗙 🙄 🙆 🚺				
Console Root	Name	Application ID	Actions	
Component Services	Alcrosoft Audio Device Graph Server	{F135BE18-6F34-4CBD-B1D5-55D49F0D	DCOM Config	
Computers	Microsoft Equation 3.0	{0002CE02-0000-0000-C000-000000000	And the second se	
🖃 🌺 My Computer	Microsoft Excel Application	{00020812-0000-0000-C000-000000000	More Actions	
E COM+ Applications	A Microsoft Excel previewer	{00020827-0000-0000-0000-000000000		
E DCOM Config	Microsoft Graph Application	{00020800-0000-0000-0000-000000000		
🗄 🧰 Running Processes	A Microsoft IMAPI	{C49F2185-50A7-11D3-9144-001048A1		
🗷 🧮 Distributed Transac	Microsoft OneNate Notebook	{408783AC-9C9E-4F73-A1C3-E767FC21		
	Microsoft OneNote Privilege Elevation	{96817E23-1704-4FD2-9AD8-C521C84B		
	Microsoft Outlook Command Button Control	{0006F04A-0000-0000-C000-000000000		
	A Microsoft PowerPoint previewer	(65235197-8748-4A07-8DC5-E65EA825		
	Microsoft PowerPoint Side	(048EB43E-2059-422F-95ED-557DA960:		
	Microsoft Publisher Application	{0002123D-0000-0000-C000-000000000		
	Microsoft SQL Server Replication Distribution Agent 10.0	{E269A636-7AEB-4E89-A37B-8618070E		
	Microsoft SQL Server Replication Logreader Agent 10.0	{354AED16-8761-4051-8E5C-C22D5C76		
	Microsoft SQL Server Replication Merge Agent 10.0	{4ADC8AF3-7DFC-44CC-8793-7CC0E74		
	Microsoft SOL Server Replication Queuereader Agent 10.0	{DAAB6A96-4DC3-40E2-854C-18D73421		
	Microsoft SQL Server Replication Remote Dist Agent 10.0	{83D28B49-1C2C-4880-85F1-D6AEAF01		
	Microsoft SQL Server Replication Remote Merge Agent 10.0	{AD492325-35EF-41F3-8423-AA29ED45		
	Microsoft Visio previewer	(21E17C2F-AD3A-4b89-841F-09CFE02D		
	Microsoft Volume Shadow Copy Service software provider	{4db9c793-c48d-449c-9754-46027ee45		
	Microsoft WBEM Active Scripting Event Consumer Provider	{266C72E7-62E8-11D1-AD89-00C04FDE		
	Microsoft WBEM Unsecured Apartment	(498D2028-1523-11D1-AD79-00C04FDE		
	Microsoft Windows Font Folder	{50d69d24-961d-4828-9d1c-5f4717f22t		
	Microsoft Windows Remote Shell Host	{3e5ca495-8d6a-4d1f-ad99-177b426c8t		
	Microsoft Windows Remote Shell Host With User Settings	{7d378de6-ed8d-426d-91df-0273d07cd		
	America Microsoft Windows WSMan Provider Host	{3feb2f63-0eec-4b96-84ab-da1307e011		
	Microsoft Windows WSMan Provider Host With User Settings	{209444d2-2540-495e-962c-a61ad3243		
	Microsoft WMI Provider Subsystem Host	{73E709EA-5D93-482E-8880-9987938D		
	Microsoft WMI Provider Subsystem Secured Host	{1F87137D-0E7C-44d5-8C73-4EFF8689		
	Microsoft Word 97 - 2003 Document	(00020906-0000-0000-0000-000000000		
	Alicrosoft Word previewer	{84F66100-FF7C-4fb4-B0C0-02CD7FB6r		
	MMC Application Class	{7e0423cd-1119-0928-900c-e6d4a52a0		
	MSDAINITIALIZE	{2206CDB0-19C1-11D1-89E0-00C04FD7		
	AmsDtsServer100	{FAAFC69C-F4ED-4CCA-8849-78882271		
	4		1	

d. Open Properties, and select Identity tab.

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

Figure 2-10 Multi Select Properties

eneral Location Endpoint	s Identity	
Which user account do you v	vant to use to run this app	lication?
The interactive user.		
The launching user.		
This user.		
User:		Browse
Password:		
Confirm password:		
The system account (serv	ices only).	
Learn more about setting the	se 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=exchq.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:

unt: john.doe@hp.com
it:
Regular
2178623
English
tor group users only:

Password Tip:

Account Status: Active



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.

C ePrint ENTERPRISE							Ø
Administration > Manage Printer	s > View and N	Manage Pr	inters				admin@hp.com Logot
Home F Overview Screen	Search	e.					
Manage Printers					Filter		
View and Manage Printers Add New Printer	Printer						
Import Printers Export Printers	—	Status	Printer Name	Model Name	Address	HP ePrint Enterprise Host	Capabilities
Manage Printer Properties		٢	TestPrinter	Sidewinder	192.168.0.102	ayantestsrv	÷ 11
Manage Hosts • View and Manage Hosts		0	TestPrinter2	SideWinder	192.168.0.102	ayantestsrv	
Add New Host Manage Users		0	TestPrinter3	Sidewinder	192.168.0.121	ayantestsrv	
View and Manage Users Add Nave User	Part I		assignment				
Print							
Support 'print-re locuments 👔							
Support 'print-re ocuments (*) Picture file for gif jpg jpe jff Text file form	ormats						
Support 'print-re locuments () Picture file fo bmp gif jpg jpeg jff	ats						

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.

Home Overview Screen Manage Printers View and Manage Printers Add New Printer	Search Printers	5			Filter		
Import Printers Export Printers		<u>Status</u>	Printer Name	Model Name	Address	HP ePrint Enterprise Host	Capabilities
Manage Printer Properties		0	Printer1	sl	192.168.0.133	vijay32bit2	ŵ 🗉

Enter user empil addresses delimited l	by semi-colon, space or comma characters.	
krvij@eprintlab.ipgrndhub.in		
🥸 Regular User Group	🗹 Allow to search and print 🔽 Allow to send email to printer	
🥸 Guest User Group	🗹 Allow to search and print 🗹 Allow to send email to printer	
💄 krvij@eprintlab.ipqrndhub.in	🗹 Allow to search and print 🗖 Allow to send email to printer	×

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

Administration > Manage Printers	s > Edit Printer				admin@hp.com	Logout
Home P Overview Screen	Edit a printer					
Manage Printers View and Manage Printers Add New Printer Import Printers	Printer Identification ID: Name: Model Name:	47 HP LaserJet M9040 MFP Se HP LaserJet M9040 MFP	ries			
Export Printers Manage Printer Properties	External ID: HP ePrint Enterprise Host:	ep47 mad.ind.hp.com (MASTE	R)	~		
Manage Hosts View and Manage Hosts Add New Host	Printer Account:	hp47	@mad.ind	hp.com (MASTER)		
Manage Users View and Manage Users	Address type: Network Address:	IPv4 16.190.90.51	~			
Add New User Import Users Provision Settings	Status and Capabilities	2				
Manage Services and Data	Override printer informatio with real data from monitoring:					
Service Settings LDAP Configuration Settings Usage Data Cleanup	Status: Family:	Ready Mono LaserJet	~			
Submission Test Manage License	Paper size: Personality:	Any (per document) Auto	~ ~			
Way and Manage Licenter	Job Retention:	Off	v (1)			

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],..">
- javascriptdelay 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
-------------	-------------	-------------

Object name: C:\inetpub		
Joject name. C. thetpub		
Group or user names:		
SCREATOR OWNER		
SYSTEM		
Administrators (SHASTRAG	and the second se	
Lusers (SHASTRAG5\Users)		
StrustedInstaller		
	- A-	0
	Add	Remove
Permissions for Administrators	Add Allow	Remove
² emissions for Administrators	Allow	Deny
Permissions for Administrators Full control	Allow	Deny
² emissions for Administrators Full control Modify	Allow	Deny
² ermissions for Administrators Full control Modify Read & execute	Allow	Deny

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

Fig	ure	2-1	13	Job submission	test
-----	-----	-----	----	----------------	------

Job submission test	
Use this page to test HP ePrint E	nterprise flow. Select a printer, one or more attachments and hit Submit.
Printer:	Paris [16.127.73.137]
Files (use 'Ctrl' for more items):	HP ePrint Enterprise two pages.doc HP ePrint Enterprise.doc HP ePrint Enterprise.jpg HP ePrint Enterprise.pdf HP ePrint Enterprise.pptx
Submit	A problem occurred while submitting job: Unable to create store.

Figure 2-14 Event Properties

	oerties							?)
Event								
D <u>a</u> te: Ti <u>m</u> e: Typ <u>e</u> : <u>U</u> ser: C <u>o</u> mpute	09:4 Error N/A		– Categ Even	jogy:	None	untime 2.0 Erro	я	+ •
Descript	ion:							
	0 d0, P				, P10 NIL	-		
http://d	to.micros	oft.con	n/fwlink			Center at		
http://d	io.micros	s C <u>w</u>	n/fwlink /ords	/eve	nts.asp.			
Data: 0	to.micros	s C <u>W</u> 6 c (72 (<u>/</u> ords 00 72 00 33	/eve 00 00	nts.asp. 32 00 2c 00	c.l.r.2. 0.r.3., .c.0.m.		4

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	ΗP	CloudPrint	Properties
-------------	----	------------	------------

HP CloudPrint Properties		<u>?</u> X	HP CloudPrint Properties		<u>? ×</u>
General Sharing Security Web S	haring Customize		General Sharing Security Web	Sharing Customize	Ι,
Group or user names:			Group or user names:		
Administrators (POACPWIN2K)	Madministrators)		Administrators (PDACPWIN2K	(3\Administrators)	
5 NETWORK SERVICE			METWORK SERVICE		
		-11			
-	Add <u>B</u> emove	<u> </u>	Permissions for NETWORK	Add E	lemove
Permissions for Administrators	Allow Deny		SERVICE	Allow I	Deny
Full Control		-	Full Control	V	
Modify			Modify		
Read & Execute			Read & Execute	$\mathbf{\nabla}$	
List Folder Contents			List Folder Contents	V	
Read			Read		
Write		-	Write		
Consid Domissions		- 1	Consist Domissions		
For special permissions or for advanced.	ced settings, Advance	d	 For special permissions or for advar click Advanced. 	iced settings, Ad	tvanced
OK	Cancel Ap	φly	OK	Cancel	Apply

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=123456634200847352113620:USERID=admin@hp.com:PRINTERID=1 to the queue.\private\$\LocalContent1

System.Messaging.MessageQueueException: Access to Message Queuing system is denied.

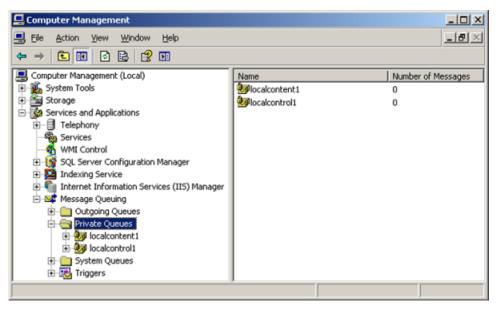
2010-09-14 18:27:42,874 [8] ERROR Com.Hp.CloudPrint.CPQueues.CPQueue - Exception while trying to send a message with label JOBC:GUID=123456634200856561710764:USERID=1:PRINTERID=1:JOBID=8 to the queue.\private\$\CP_16.127.73.137. Queue was not ready

	Type Host Data	TimeStamp	System Module Username	Session/Job
C	Information poacpwin2k3.americas.hpqcorp. DescriptionJob content was received, store File:HP CloudPrint Enterprise Edition.doc		ContentService admin@hp.com	8
	Error poacpwin2k3.americas.hpqcorp. Category:Processing Description:failed to send job to the printer Queue:PRIVATES\CP_16.127.73.137		JobDispatchService admin@hp.com	8
×	Error poacpwin2k3.americas.hpqcorp. Category:Processing Description:Failed to send job to the printer Queue:PRIVATE\$(CP_16.127.73.137		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

localcontrol1 Properties	<u> </u>	localcontent1 Properties		<u> ? ×</u>
General Multicast Security		General Multicast Security		
Group or user names:		Group or user names:		
Add <u>R</u> emove Permissions for Everyone Allow Deny		Permissions for Everyone	Add	<u>R</u> emove
Full Control Image: Control Image: Control Delete Image: Control Image: Control Receive Message Image: Control Image: Control Peek Message Image: Control Image: Control Receive Journal Message Image: Control Image: Control Get Properties Image: Control Image: Control		Full Control Delete Receive Message Peek Message Receive Journal Message Get Properties		
For special permissions or for advanced settings, Advanced		For special permissions or for advanced set click Advanced.	ttings,	Advanced

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

Advanced Security Settings for poacpwin2k3\private\$\localcontent1	? ×
Permissions Auditing Owner	
You can take or assign ownership of this object if you have the required permissions or privileges.	
Current owner of this item:	
SYSTEM	
Change owner to:	
Name	
Administrator (POACPW/IN2K3\Administrator)	
Administrators (PDACPWIN2K3\Administrators)	
Other Users or Groups	
Learn more about <u>ownership</u> .	
OK Cancel	ply

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

Advanced Security Settings for poacpwin2k3\private\$\localcontent1	<u>?</u> ×
Permissions Auditing Owner	
You can take or assign ownership of this object if you have the required permissions or privileges.	
Current owner of this item:	
Administrators (POACPWIN2K3\Administrators)	
Change owner to:	
Name	
Administrator (POACPW/IN2K3\Administrator)	
Administrators (POACPWIN2K3\Administrators)	
Other Users or Groups	
Learn more about <u>ownership</u> .	
OK Cancel Ap;	siy

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:

Add Features Wizard		×
Select Features		
Features Confirmation Progress Results	Select one or more features to install on this server. Eeatures: Image: Select on the server of the select on the server of the select on the server of the select on	Description: Windows Communication Foundation (WCF) Activation, uses Windows Process Activation Service to invoke applications remotely over the network using protocols such as HTTP, Message Queuing, TCP, and named pipes. Consequently, applications can start and stop dynamically in response to incoming work items, resulting in application hosting that is more robust, manageable, and efficient. > Install Cancel

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
-------------	------------------

⊻iew <u>H</u> elp									
ections	Handler Mapping	-	s DLLs and	managed code,	that handle responses fi	or specific request t	ypes.	Act	ions Add Managed Handler Add Script Map
- 2 Application Pools	Group by: State -								Add Wildcard Script Map Add Module Mapping
- 💰 Sites - 🚯 Default Web S	Name -	Path	State	Path Type	Handler	Entry Type		-	Edit Feature Permissions
🕀 🦳 App_Data	Staticfile	*	Enabled	File or Folder	StaticFileModule,De	Inherited		Revert To Parent	
🗉 🎦 aspnet_di	svc-Integrated	*.svc	Enabled	Unspecified	System.ServiceMod	Inherited		View Ordered List	
E cloudprint	svc-Integrated-4.0	*.svc	Enabled	Unspecified	System.ServiceMod	Inherited			
⊕-20 ср ⊕-39 gd	svc-ISAPI-2.0	*.svc	Enabled	Unspecified	IsapiModule	Inherited			
🕀 🍈 HPAC	svc-ISAPI-2.0-64	*.svc	Enabled	Unspecified	IsapiModule	Inherited			Online Help
😟 🏠 securejet	svc-ISAPI-4.0_32bit	*.svc	Enabled	Unspecified	IsapiModule	Inherited			
	svc-ISAPI-4.0_64bit	*.svc	Enabled	Unspecified	IsapiModule .	Inherited			
	TraceHandler-Integrated	trace.axd	Enabled	Unspecified	System.Web.Handl	Inherited	_		
	TraceHandler-Integrated-4.0	trace.axd	Enabled	Unspecified	System.Web.Handl	Inherited			
	TRACEVerbHandler	*	Enabled	Unspecified	ProtocolSupportMo	Inherited			
	vbhtm-Integrated-4.0	*.vbhtm	Enabled	Unspecified	System.Web.HttpF	Inherited	-		



- 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

Add Managed Handler	<u>? ×</u>
Request path:	
*.svc	
Example: *.bas, wsvc.axd	
Type:	
System.ServiceModel.Activation.HttpHandler,	System.ServiceMod
Example: System.Web.UI.PageHandlerFactory	
Name:	
svc-Integrated	
Request Restrictions	
	OK Cancel

Figure 2-23 Request Restrictions

Request Restrictions	<u>? ×</u>	Request Restrictions	<u>? ×</u>
Mapping Verbs Access		Mapping Verbs Access	
 Invoke handler only if request is mapped to: Ele Folger File gr folder 		Specify the verbs to be handled:	
OK Cancel		OK	Cancel
Request Restrictions	<u>? ×</u>		
Mapping Verbs Access			
Specify the access required by the handler:			
C None			
C Read C Write			
Script			
C Execute			
OK Cance			

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.
- 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

Add Role Services		x
Select Role Servi	ces	
Role Services Confirmation Progress Results	Select the role services to install for Web Server (IIS): Role services: Image: Server (Installed) Image: Static Content (Image: Static Content (Description: Web Server provides support for HTML Web sites and optional support for ASP.NET, ASP, and Web server extensions. You can use the Web Server to host an internal or external Web site or to provide an environment for developers to create Web-based applications. Server to the server to the server to the server server to the server to the server to the server server to the server to the server to the server server to the server to the server to the server the server to the server the server the server to the server server to the server the server to the server to the server the server the server to the server server the server the server ser

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:

No proper host configuration found

This host could not be identified. Please check the Host configuration at HP ePrint Master admin page

Please contact HP ePrint support with information about this issue

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).
- 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

Introduction New Connector	Introduction This wizard helps you create To configure properties not sl					
Completion	select the new connector. Then, in the action pane, click Properties. Name: CRM Application					
						Select the intended use for this Receive connector:
	Custom					
	connect with systems that are	n to create a customized connector, which w e not Exchange servers.				

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

Introduction Local Network settings	Remote Network settings Receive mail from servers that have these remote IP addresses:
 Remote Network settings New Connector Completion 	Add - ✓ Edit ★ Remote IP address(es) 192:168.2.55-192.168.2.56

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

M Application Properties	×
General Network Authentication Permission Groups	
Specify which security mechanisms are available for incoming connections Transport Layer Security (TLS) Enable Domain Security (<u>M</u> utual Auth TLS)	8
Basic Authentication Offer Basic authentication only after starting TLS	
Exchange Server authentication Integrated Windows authentication	
Externally Secured (for example, with IPsec).	
OK Cancel Apply	Help

🗥 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 <a href="http://localhost:<port>//localhost:<port>//localhost:<port>//localhost:CloudPrintAdmin/

4. Click OK.

∂ HP Clo	udPrin	t Enterpri	ise Prope	rties			×
General	Web [Document	Security	Details	Previou	us Versions	_
Ø	HP Clo	oudPrint En	terprise				
URL:		http://lo	calhost:808	30/CloudP	rintAdm	(n/	1
Shorteu	ut key:	None					
Visits:		Unknown					
					Cha	ange Icon	
			OK	Can	cel	Apply	

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*.

ePrint ENTERPRISE	Ø
Administration > Manage Printers >	Import Printers admin@hp.com Logout
Home Overview Screen Manage Printers View and Manage Printers Add New Printer Export Printers Export Printers Manage Printer Properties Manage Hosts View and Manage Hosts Add New Host	Import Printers Select the file to import using "Browse" button. The printer's attributes which will be imported are defined by the first line on the file (header line). The printer's attributes names can be generated using the Export Printers option. Once you are finished with file selection, hit "Proceed" to import. File to import: Browse Warnings and Errors Line Message 0 Field to create importer component
Manage Users View and Manage Users Add New User Import Users Manage Services and Data Service Settings Usage data cleanup Submission Test	Results 0 line(s) read. 0 printer(s) have been added. 0 printer(s) have been updated. 1 error(s) or warning(s).

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:

🚰 Registry Editor					_ 🗆 🗵
<u>File Edit View Favorites Help</u>					
SOFTWARE 		Name ab (Default) ab DriverLogLevel	Type REG_SZ REG_SZ	Data (value not set) DEBUG	
Computer \HKEY_LOCAL_MACHINE\SOFTWARE \Hewlett-Packard \HP CloudPrint					

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:

💰 Registry Editor						
Eile Edit View Favorites Help						
SOFTWARE 7-Zip Classes Clients Clients Hewlett-Packard HP CloudPrint HP Print Settings H-Unidrv H-Unidrv San Diego Shared IO Hrel Khronos		Name ab (Default) SaveRawMessage	Type REG_SZ REG_DWORD	Data (value not set) 0x00000001 (1)		
Computer HKEY_LOCAL_MACHINE\SOFTWARE Hewlett-Packard HP CloudPrint						

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.

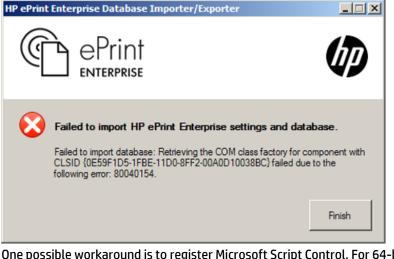
```
<root>
<level value="ALL" />
<appender-ref ref="SizeRollingLogFileAppender" />
</root>
```

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.

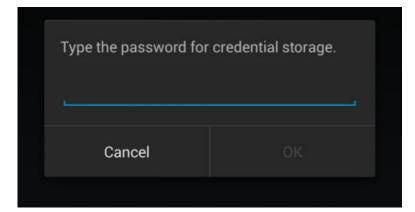
This is not a problem with the routers, but with Google's implementation of the spec. Disabling the **Avoid poor wireless connections** setting is the ideal method for dealing with this issue. However, if user cannot access the setting, the remaining options are few: obtain a new router, wait for an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

