



# HP ePrint Enterprise

## Data Administrator Installation Guide

Release 4.2

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# 1 Overview

HP ePrint Enterprise Data Administrator allows an administrator to manage data. By using this tool, administrators can backup and restore available data from the HP ePrint Enterprise Server.

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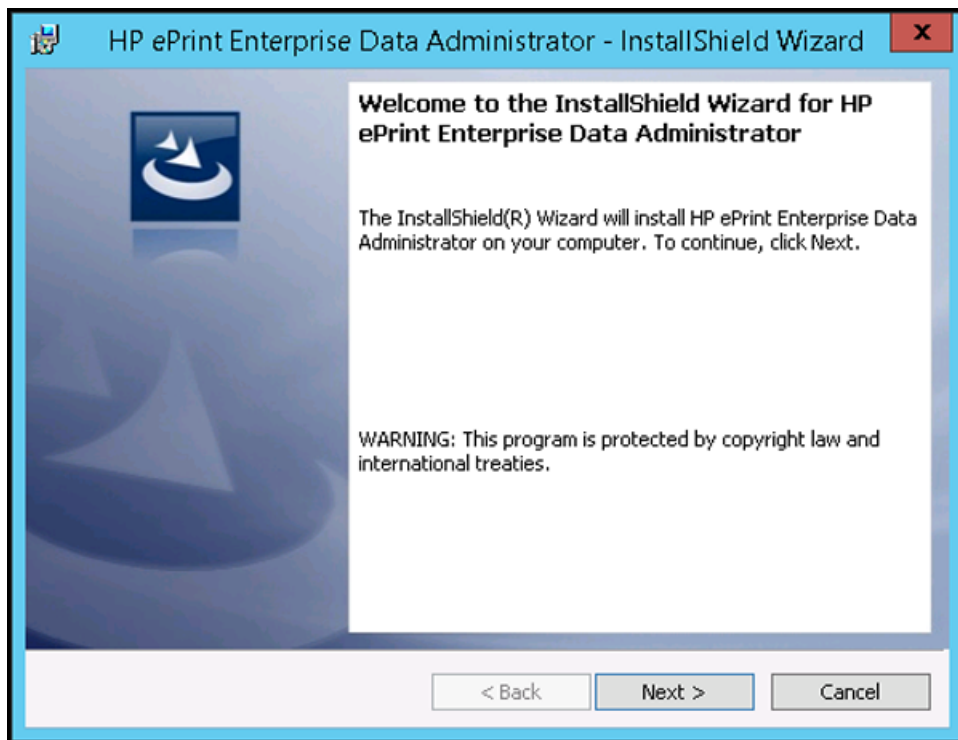
## 2 Installing HP ePrint Enterprise Data Administrator

This chapter describes how to install HP ePrint Enterprise Data Administrator.

To install HP ePrint Enterprise Data Administrator, complete the following steps:

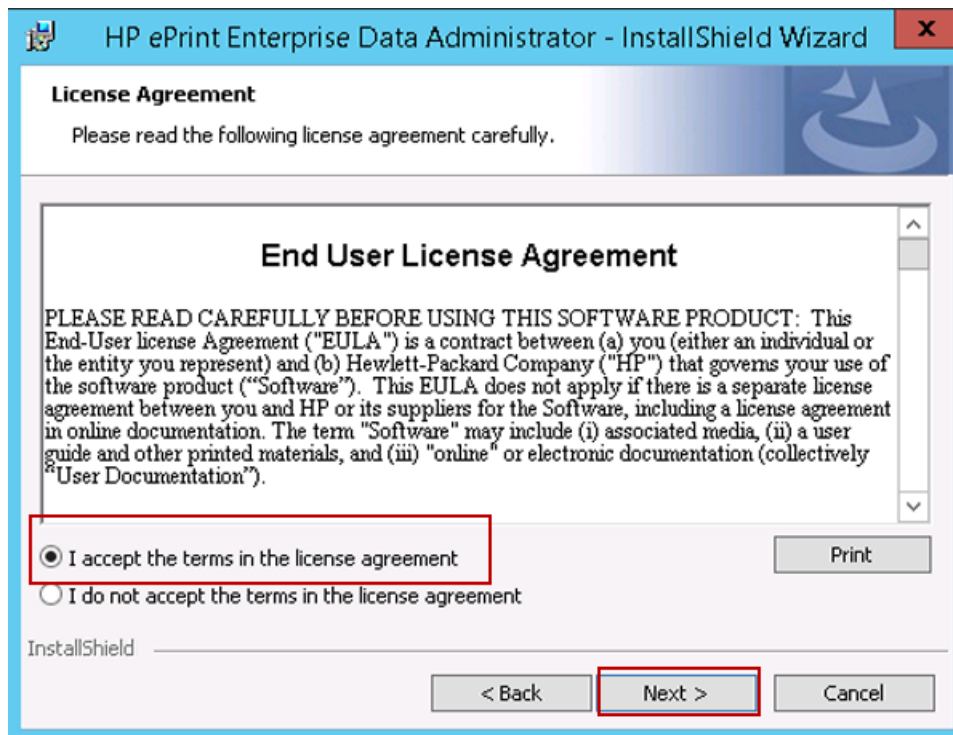
1. Open the folder containing the downloaded installation files. Double-click **HP\_ePrint\_Ent\_DataAdministrator\_vYY\_CZ997-105XX.exe**.
2. The InstallShield Wizard opens. Click **Next**.

**Figure 2-1** InstallShield Wizard

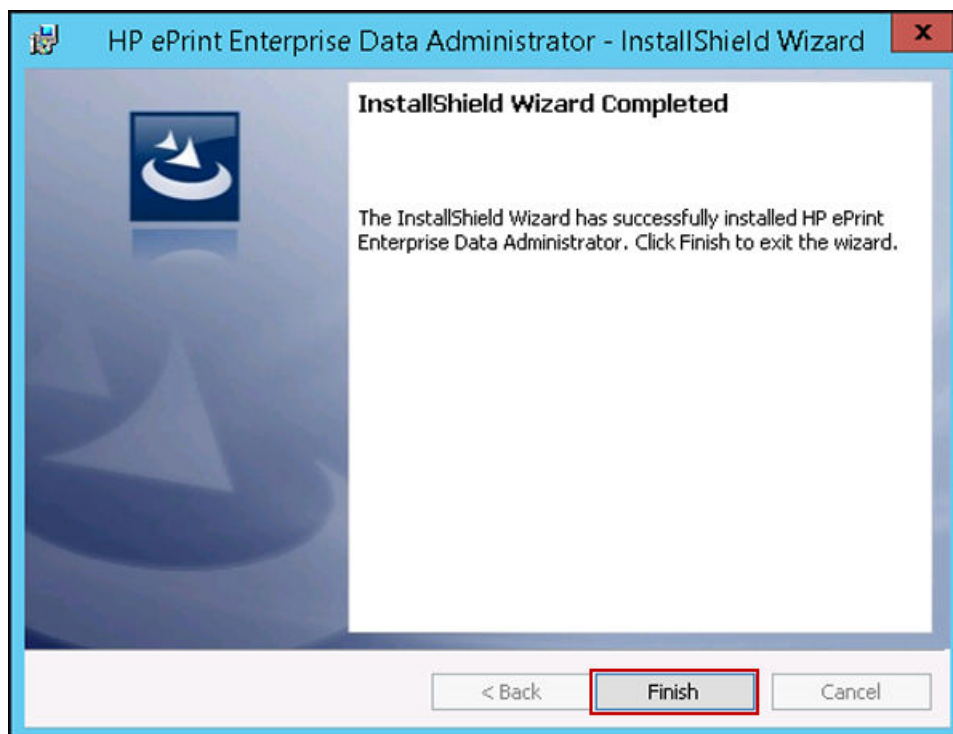


3. Accept the **End User License Agreement**, and click **Next**.

**Figure 2-2** End User License Agreement



4. To begin installing HP ePrint Enterprise Data Administrator, click **Install**.
5. After the installation completes, click **Finish**.




Once installed, an "HP ePrint Enterprise Data Administrator" shortcut will be available under **All Programs**.

## 3 Using HP ePrint Data Administrator

The following sections provide information on how to back up and restore HP ePrint Enterprise database and settings:

- Exporting Data
- Updating to new HP ePrint Enterprise Server
- Deploying the License File
- Disabling FIPS
- Importing Data

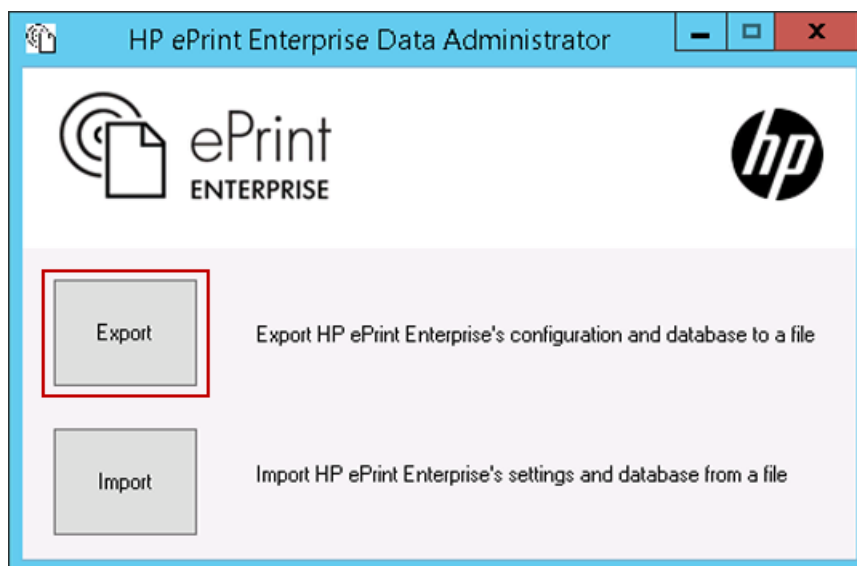
 **NOTE:** It is recommended that HP ePrint Enterprise services, IIS Admin (SMTP and World Wide Web Publishing), and Print Spooler services are stopped before running the tool to prevent database and settings data corruption. The backup and restore tool must be executed by an administrator.

### 3.1 Exporting Data

To export HP ePrint Enterprise's configuration and database to a file, complete the following steps:

1. Stop HP CloudPrint and dependencies, IIS Admin, SMTP, World Wide Web Publishing, and Print Spooler services.
2. Go to **All Programs**. Open the **HP ePrint Enterprise** folder. Double-click **HP ePrint Enterprise Data Administrator** and launch it.
3. Click **Export**.

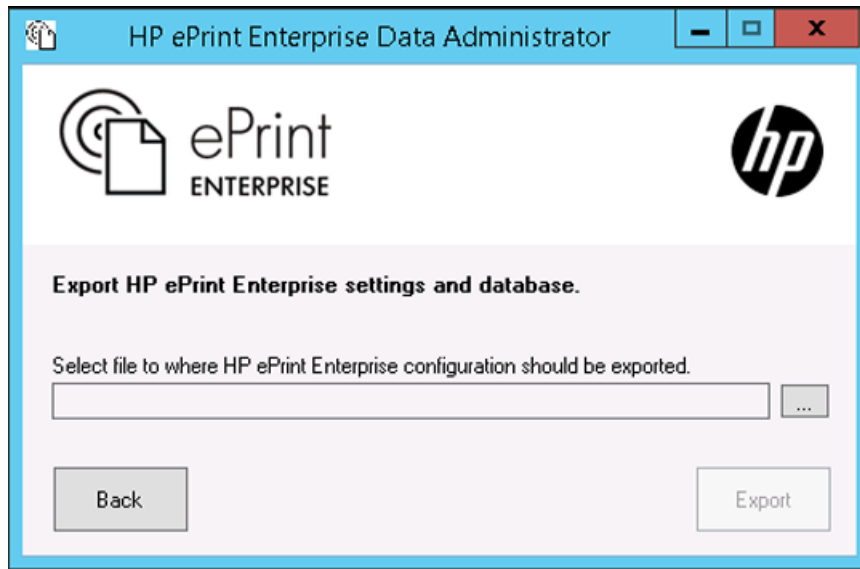
Figure 3-1 Backup tool main screen, Export






4. Browse to select a file location, enter a name for the backup file, and then click **Export**.

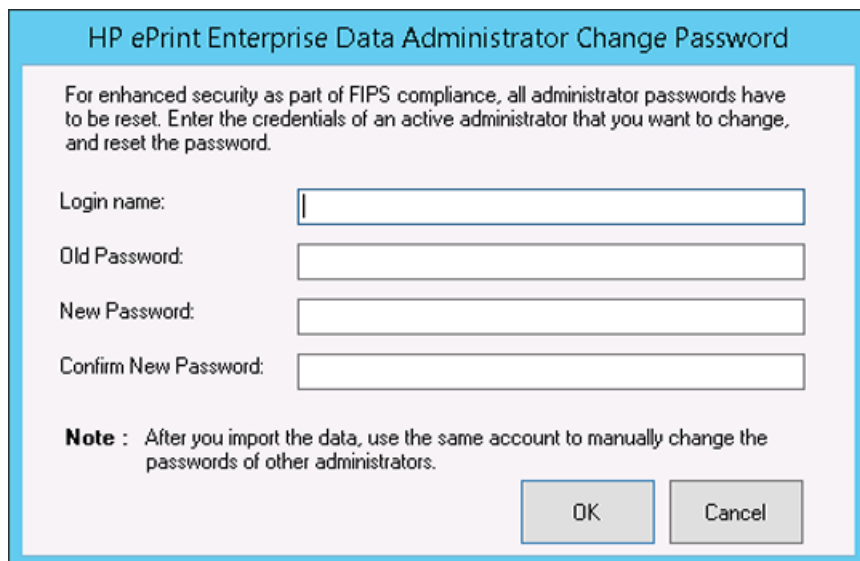
**Figure 3-2** Select backup file



5. Enter the credentials of any active administrator that you want to change, enter a new password, and then click **OK**.

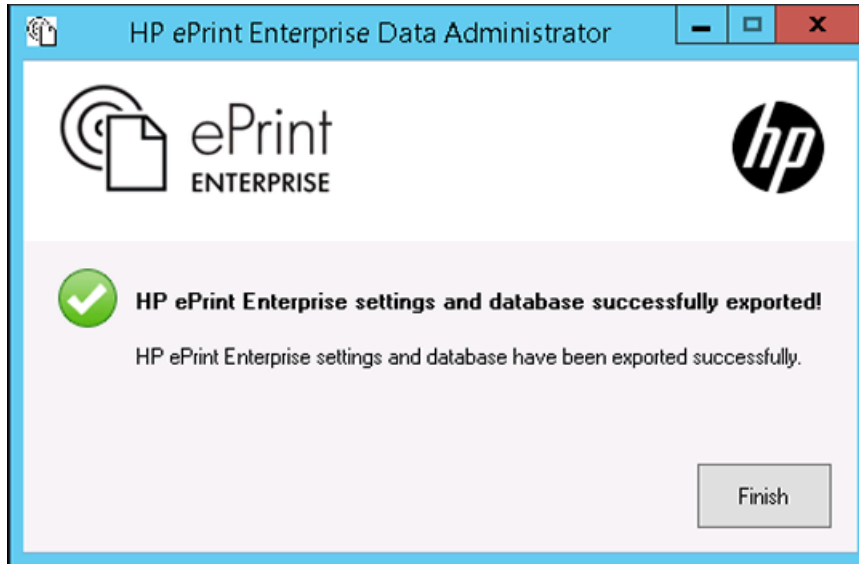
 **NOTE:** This window appears when database and settings from HP ePrint Enterprise 3.0 or earlier are exported. HP ePrint Enterprise 3.2 or later provides enhanced security, and is Federal Information Processing Standards (FIPS) compliant. When upgrading from HP ePrint Enterprise 3.0 or earlier, all administrator passwords have to be reset for FIPS compliance. Select any active administrator and change the password. After restoring the data in an HP ePrint Enterprise 3.2 or later installation, use the same administrator credentials to log in to the application, and manually change the passwords of other administrators.


**Figure 3-3** Change administrator password




6. Click **Finish** to close the application.

**Figure 3-4** Backup complete



 **NOTE:** Final file size may be large. It can be reduced by using any file compressing utility.

## 3.2 Updating to new HP ePrint Enterprise Server

 **IMPORTANT:** When migrating to HP ePrint Enterprise Server from version 2.2, you don't need to complete the steps provided in this section. However, if you are migrating data from an older version to a new version on a system with data which is backed up from old version, then the following path must be executed by an administrator.

To update to new HP ePrint Enterprise Server, complete the following steps:

1. **Uninstall previously installed HP ePrint Enterprise software.**

Make sure the following HP ePrint Enterprise folders have been deleted:

- %PROGRAMFILES%\Hewlett-Packard\HP ePrint Enterprise
- %ALLUSERSPROFILE%\Hewlett-Packard\HP CloudPrint
- IIS root\cloudprintadmin
- IIS root\cp
- IIS root\gd

 **NOTE:** The default IIS root folder is C:\inetpub\wwwroot. IIS Manager can be used to locate the folder used to store web sites on the machine.

2. **Uninstall the HP ePrint Enterprise Driver.**

To verify that HP ePrint Enterprise Driver is removed, complete the following steps:

- a. Go to the **Printers** folder and delete the HP CloudPrint printer (if it exists).
- b. Go to Print Server and select the **Drivers** tab.
- c. On Installed printer drivers, remove HP CloudPrint driver (if it exists).

### 3. Uninstall the HP Print License Service.

To ensure the upgrade uses the latest HP Print License Service, complete the following steps:

- a. Select **Add/Remove Programs**.
- b. Select **HP Print License Service** from the list of installed programs.
- c. Click **Uninstall**.
- d. On the Remove License Files screen: If license file is still valid, select **No**. Otherwise, select **Yes**.



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**NOTE:** Don't uninstall HP Print License service if centralized license service is being used.

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### 4. Restart the machine.

To release any system resources that may be in use, restarting the machine is recommended.

### 5. Perform a new HP ePrint Enterprise installation.

For more information about installing HP ePrint Enterprise, see the *Installing HP ePrint Enterprise* section of this guide. Restarting the machine is not required, as this will occur after backup restoration.

## 3.3 Deploying the license file

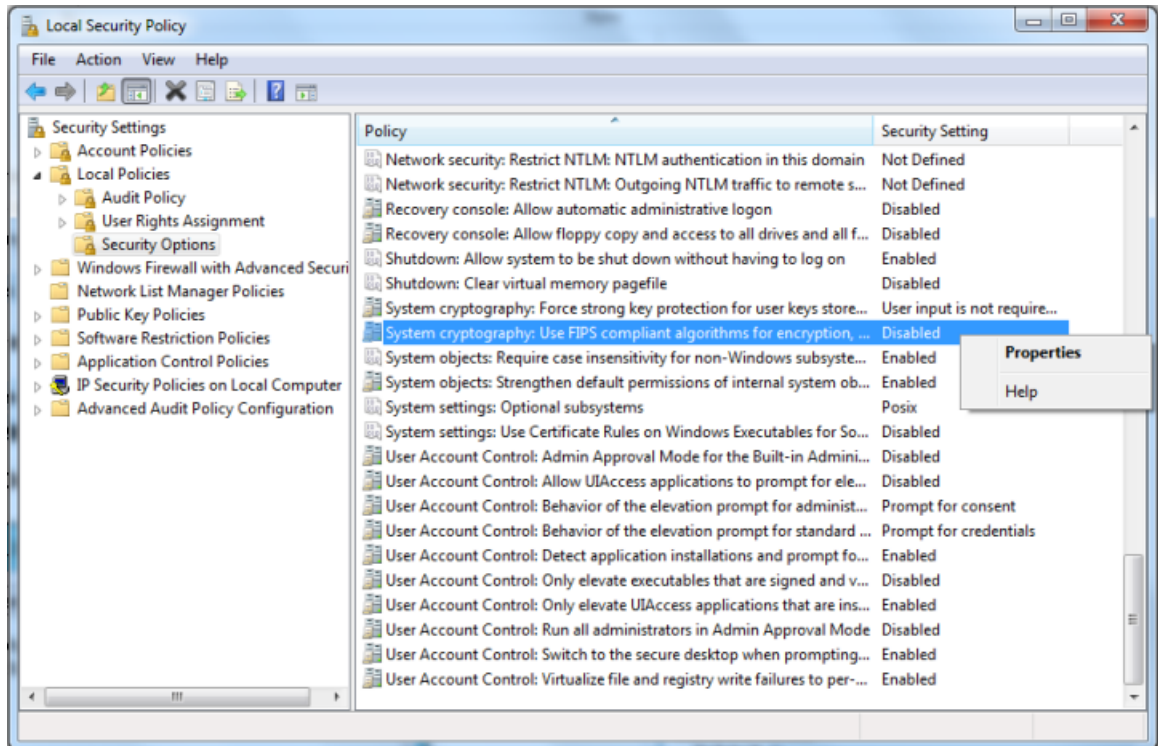
*For more information about deploying the license file, see the HP ePrint Enterprise Administration Guide.*

## 3.4 Disabling FIPS

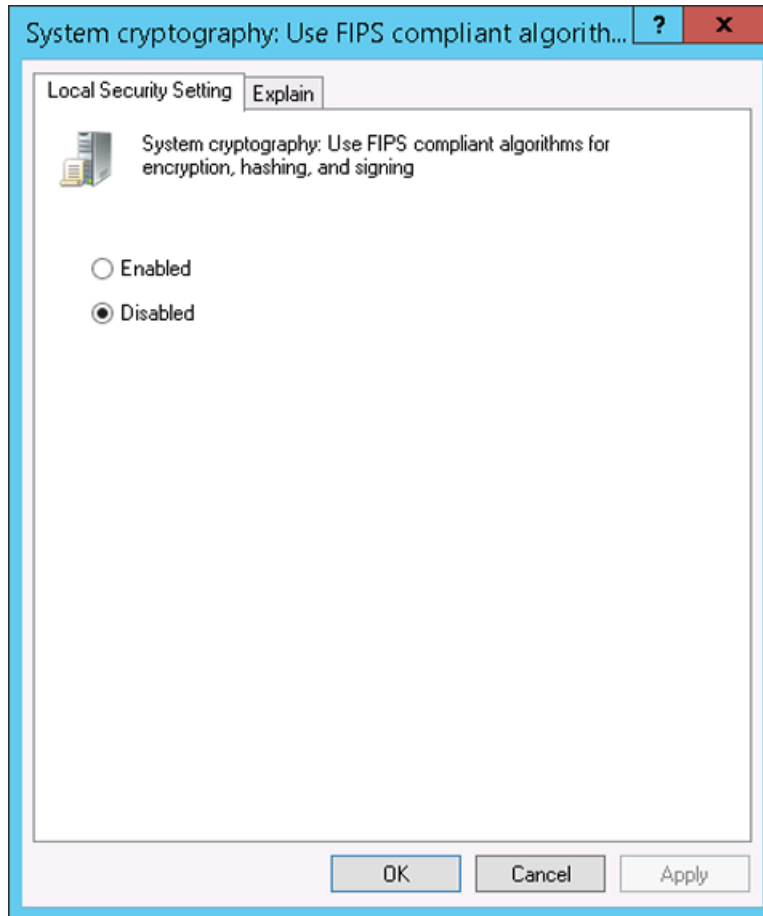
Before importing database and settings from HP ePrint Enterprise 3.0 or earlier, versions to HP ePrint Enterprise 3.2 or later, the use of FIPS compliant algorithms for encryption in the system must be disabled. To do this, complete the following steps:


1. Go to Start > Administrative Tools > **Local Security Policy**.
2. Under Local Policies, click **Security Options**.

- Under Policies, right-click **System Cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing** and select **Properties**.



4. In the Properties window, select **Disabled**, and click **OK**.



 **NOTE:** After importing database and settings, FIPS must be enabled again.

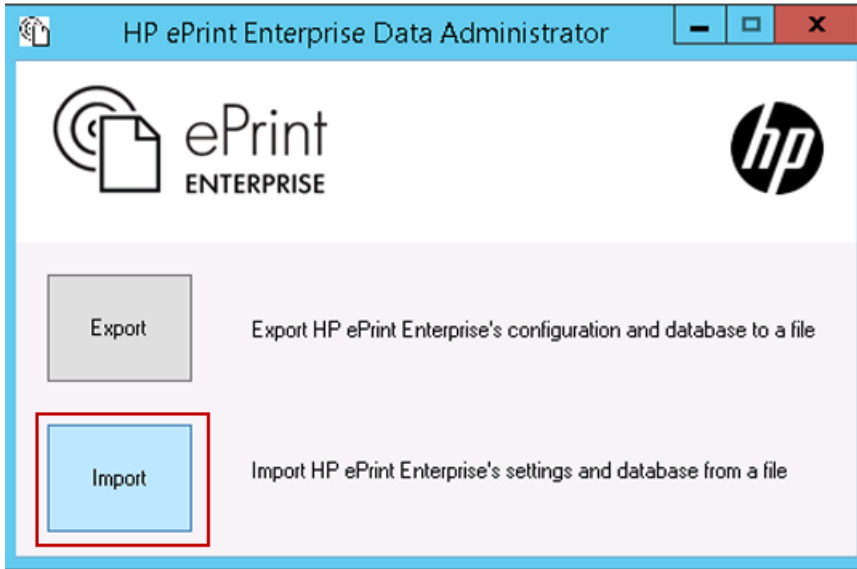
## 3.5 Importing data

To import HP ePrint Enterprise settings and database from a file, complete the following steps:

1. Stop HP CloudPrint and dependencies, IIS Admin, SMTP, World Wide Web Publishing, and Print Spooler services.
2. Double-click the HP ePrint Enterprise Data Administrator tool from program menu and launch it.

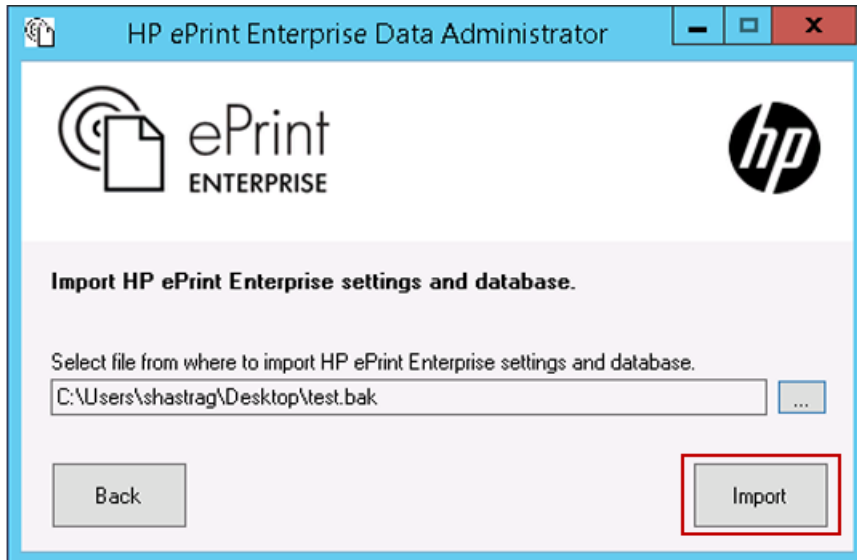
3. Click **Import**.

**Figure 3-5** Backup tool main screen, Import

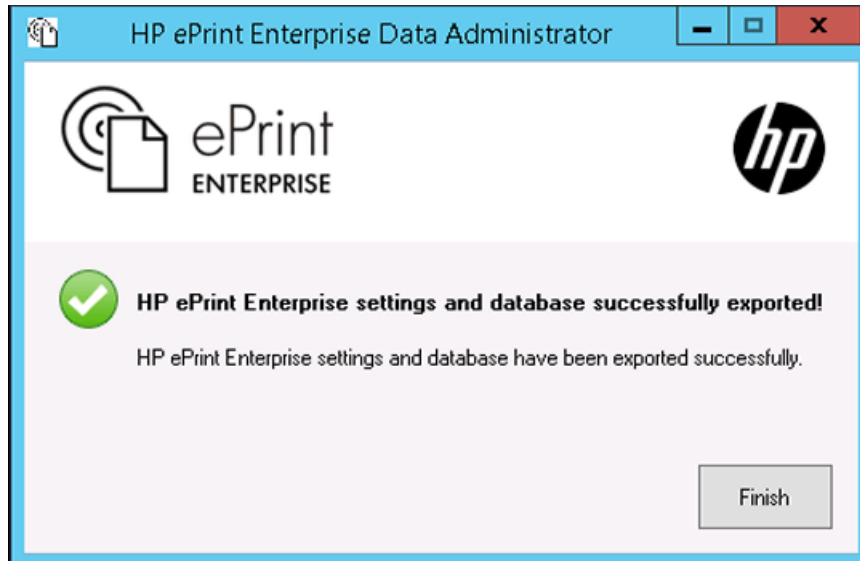


4. Select the backup file, and then click **Import**.

**Figure 3-6** Select backup file



5. Click **Finish** to close the application.



6. Restart HP ePrint Enterprise services (or machine) to complete the process.

After the installation is complete, log in using the credentials of the same administrator account that you changed while exporting the data from HP ePrint Enterprise 3.0 or earlier versions, and then manually change the credentials of other administrators.

For more information about logging in to HP ePrint Enterprise or changing the credentials, see the *HP ePrint Enterprise Administration Guide*.

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## 4 Uninstalling HP ePrint Enterprise Data Administrator

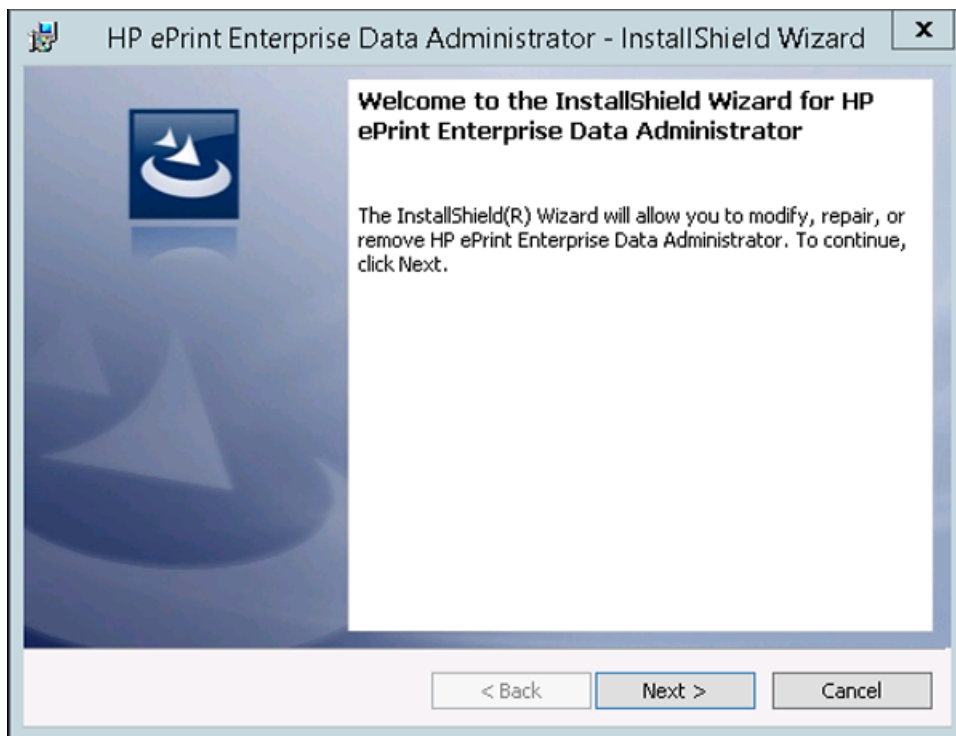
To uninstall HP ePrint Enterprise Data Administrator from your system, use either of the following methods:

- Uninstall HP ePrint Enterprise Data Administrator using the InstallShield Wizard
- Uninstall HP ePrint Enterprise Data Administrator from the Control Panel

### 4.1 Uninstall HP ePrint Enterprise Data Administrator using the InstallShield Wizard

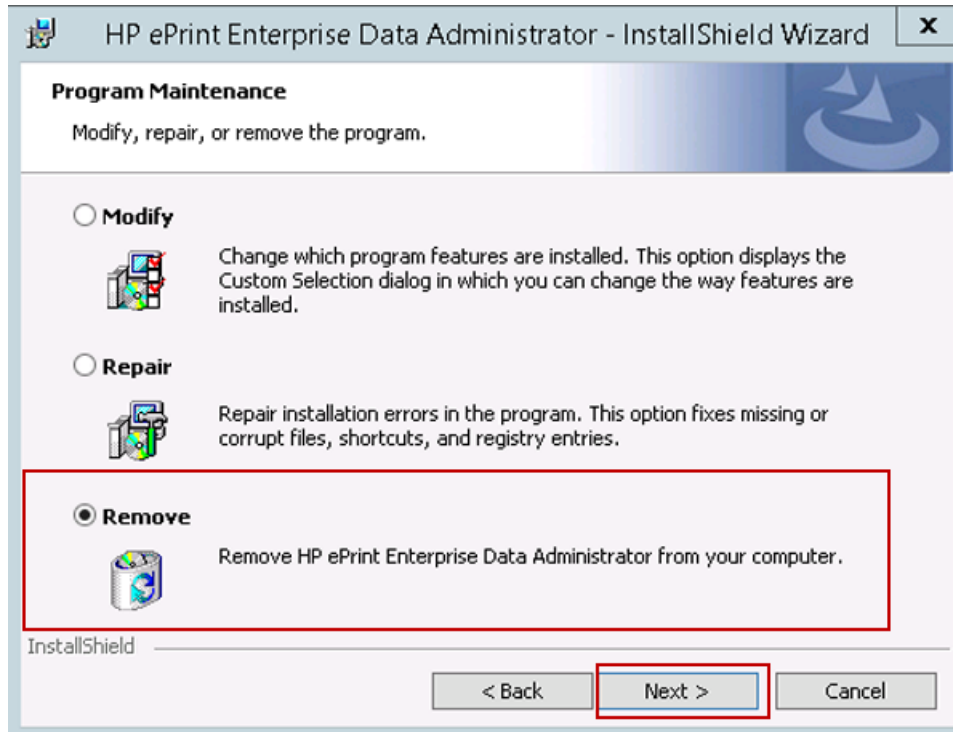
To uninstall HP ePrint Enterprise Data Administrator using the InstallShield Wizard, complete the following steps:

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

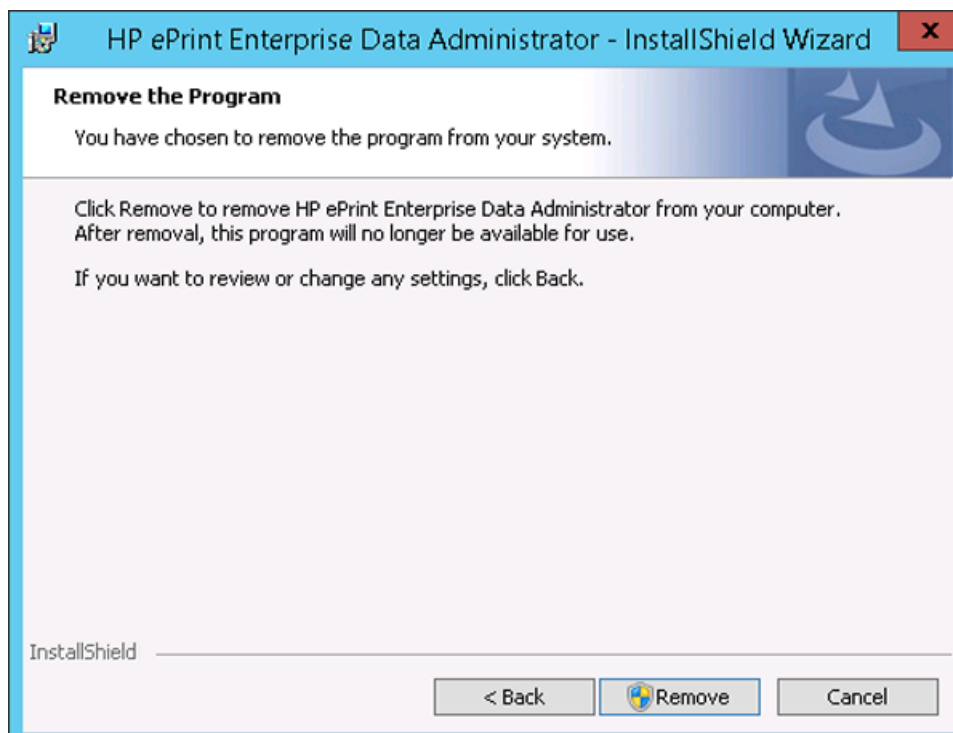




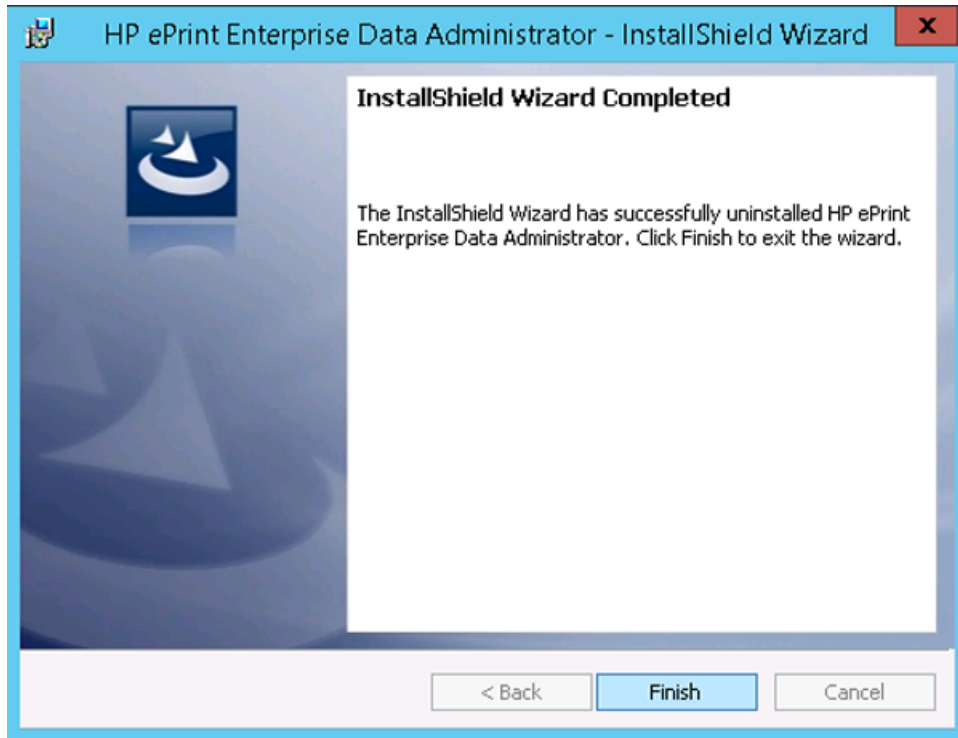
3. In Program Maintenance, select **Remove**, and click **Next**.



4. In Remove the Program, click **Remove**. To exit the InstallShield Wizard, click **Cancel**.



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



## 4.2 Uninstall HP ePrint Enterprise Data Administrator from the Control Panel

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

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

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## 5 Support

For assistance, contact Customer Support. For more information about customer support, refer to the HP ePrint Enterprise Server Installation Guide.