

## HP ePrint Enterprise

Data Administrator Installation Guide

Release 4.2

#### **Copyright and License**

© Copyright 2015 HP Development Company, L.P.

Reproduction, adaptation, or translation without prior written permission is prohibited, except as allowed under the copyright laws.

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Confidential computer software. Valid license from HP Development Company, L.P. required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The information contained herein is subject to change without notice. All other product names mentioned herein may be trademarks of their respective companies.

Edition 4.2, 9/2015

#### **Trademark Credits**

Adobe<sup>®</sup>, Acrobat<sup>®</sup>, and PostScript<sup>®</sup> are trademarks of Adobe Systems Incorporated.

Microsoft<sup>®</sup>, Windows<sup>®</sup>, Windows<sup>®</sup> XP, and Windows Vista<sup>®</sup> are U.S. registered trademarks of Microsoft Corporation.

BlackBerry<sup>®</sup>, RIM<sup>®</sup>, Research In Motion<sup>®</sup>, SureType<sup>®</sup> and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.

iPhone<sup>®</sup> and iPad<sup>®</sup> are registered trademarks of Apple Inc.

Android<sup>™</sup> is a trademark of Google Inc.

Good, Good Technology, Good Dynamics, and Good for Enterprise are trademarks of Good Technology Corporation and its related entities.

MobileIron, Connected Cloud, and MyPhone@Work are registered trademarks of Mobile Iron, Inc.

## **Table of contents**

1	Overview	. 1
2	Installing HP ePrint Enterprise Data Administrator	, 2
3	Using HP ePrint Data Administrator	. 4
	3.1 Exporting Data	. 4
	3.2 Updating to new HP ePrint Enterprise Server	. 6
	3.3 Deploying the license file	. 7
	3.4 Disabling FIPS	. 7
	3.5 Importing data	. 9
4	Uninstalling HP ePrint Enterprise Data Administrator	12
	4.1 Uninstall HP ePrint Enterprise Data Administrator using the InstallShield Wizard	12
	4.2 Uninstall HP ePrint Enterprise Data Administrator from the Control Panel	14
5	Support	15

## List of figures

Figure 2-1	InstallShield Wizard	2
Figure 2-2	End User License Agreement	3
Figure 3-1	Backup tool main screen, Export	4
Figure 3-2	Select backup file	5
Figure 3-3	Change administrator password	5
Figure 3-4	Backup complete	6
Figure 3-5	Backup tool main screen, Import	0
Figure 3-6	Select backup file 1	0

### 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.

## 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:

- 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

閿	HP ePrint Enterprise	Data Administrator - InstallShield Wizard
	2	Welcome to the InstallShield Wizard for HP ePrint Enterprise Data Administrator
		The InstallShield(R) Wizard will install HP ePrint Enterprise Data Administrator on your computer. To continue, click Next.
	YL	WARNING: This program is protected by conwight law and
		international treaties.
		< Back Next > Cancel

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

Figure 2-2 End User License Agreement

😥 🛛 HP ePrint Enterprise Data Administrator - InstallShield Wizard	x
License Agreement Please read the following license agreement carefully.	5
End User License Agreement	^
PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT: This End-User license Agreement ("EULA") is a contract between (a) you (either an individual or the entity you represent) and (b) Hewlett-Packard Company ("HP") that governs your use of the software product ("Software"). This EULA does not apply if there is a separate license agreement between you and HP or its suppliers for the Software, including a license agreement in online documentation. The term "Software" may include (i) associated media, (ii) a user guide and other printed materials, and (iii) "online" or electronic documentation (collectively "User Documentation").	t
I accept the terms in the license agreement	
O I do not accept the terms in the license agreement	
< Back Next > Cancel	

- 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

🚯 HP ePrir	nt Enterprise Data Administrator	<b>– –</b> X
€ €	Print	Ø
Export	Export HP ePrint Enterprise's configuration a	and database to a file
Import	Import HP ePrint Enterprise's settings and da	atabase from a file

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

Figure 3-2 Select backup file

The Print Enterprise Data Administrator	- 🗆 X
ePrint ENTERPRISE	Ø
Export HP ePrint Enterprise settings and database. Select file to where HP ePrint Enterprise configuration should be exported.	
Back	Export

- 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.

_		
	HP ePrint Enterpr	ise Data Administrator Change Password
	For enhanced security as p to be reset. Enter the cred- and reset the password.	part of FIPS compliance, all administrator passwords have entials of an active administrator that you want to change,
	Login name:	
	Old Password:	
	New Password:	
	Confirm New Password:	
	Note : After you import to passwords of oth	he data, use the same account to manually change the er administrators. OK Cancel

Figure 3-3 Change administrator password

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

Figure 3-4 Backup complete

HP ePrint Enterprise Data Administrator	- • ×
ePrint ENTERPRISE	Ø
HP ePrint Enterprise settings and database succe HP ePrint Enterprise settings and database have been expo	ssfully exported! rted successfully.
	Finish

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

#### 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**.

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

Local Security Policy	-		- O -2	x
File Action View Help				
🗢 🏟 🖄 📰 🗙 🖾 📾 🚺 📰				
<ul> <li>Security Settings</li> <li>Account Policies</li> <li>Account Policies</li> <li>Account Policy</li> <li>Audit Policy</li> <li>Security Options</li> <li>Windows Firewall with Advanced Securi</li> <li>Network List Manager Policies</li> <li>Public Key Policies</li> <li>Software Restriction Policies</li> <li>Application Control Policies</li> <li>Software Audit Policy Policies</li> <li>Advanced Audit Policy Configuration</li> </ul>	Policy         Image: System Security: Restrict NTLM: NTLM authentication in this domain         Image: Recovery console: Allow automatic administrative logon         Image: Recovery console: Allow floppy copy and access to all drives and all f         Image: Recovery console: Allow floppy copy and access to all drives and all f         Image: Recovery console: Allow floppy copy and access to all drives and all f         Image: System cryptography: Force strong key protection for user keys store         Image: System cryptography: Use FIPS compliant algorithms for encryption         Image: System objects: Require case insensitivity for non-Windows subsyste         Image: System settings: Optional subsystems         Image: System settings: Use Certificate Rules on Windows Executables for So         Image: Use Account Control: Admin Approval Mode for the Built-in Admini         Image: User Account Control: Behavior of the elevation prompt for administ         Image: User Account Control: Behavior of the elevation prompt for standard         Image: User Account Control: Only elevate executables that are signed and v         Image: User Account Control: Only elevate state utilities and regime and regime that are signed and v         Image: User Account Control: Only elevate state utilities and regime and v         Image: User Account Control: Only elevate state User states are signed and v         Image: User Account Control: Only elevate states User states are signed and v	Security Setting Not Defined Disabled Disabled Disabled User input is not Disabled Enabled Enabled Disabled Disabled Disabled Disabled Prompt for cons Prompt for cons Prompt for cons Prompt for cons	t require Properties Help	
	User Account Control: Run all administrators in Admin Approval Mode User Account Control: Switch to the secure desktop when prompting	Disabled Enabled		H
< >	and user Account Control: Virtualize tile and registry write failures to per	Endoled		-
L				

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

System cryptography: Use FIPS compliant algorith ? 🗙
Local Security Setting Explain
System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing
<ul> <li>Enabled</li> <li>Disabled</li> </ul>
OK Cancel Apply

**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

The Print Enterprise Data Administrator	
CPrint ENTERPRISE	Ø
Import HP ePrint Enterprise settings and database. Select file from where to import HP ePrint Enterprise settings and database.	
C:\Users\shastrag\Desktop\test.bak	
Back	Import

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.

## 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**.

闄 🛛 HP ePri	nt Enterprise Data Administrator - InstallShield Wizard 🛛 🗙		
Program Main Modify, repair	Program Maintenance Modify, repair, or remove the program.		
O Modify	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.		
O Repair	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.		
Remove	Remove HP ePrint Enterprise Data Administrator from your computer.		
InstallShield	< Back Next > Cancel		

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

😸 🛛 HP ePrint Enterprise Data Administrator - InstallShield Wizard 🛛 🗙
Remove the Program         You have chosen to remove the program from your system.
Click Remove to remove HP ePrint Enterprise Data Administrator from your computer. After removal, this program will no longer be available for use.
If you want to review or change any settings, click Back.
InstallShield
< Back

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.

## 5 Support

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