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OPenText iPrint Appliance CE 25.2 Unified Management Console

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Contents

About This Document	5
Part I Introduction	7
1 Overview of UMC	9
2 Accessing UMC	11
Part II iPrint	13
3 Managing Driver Stores	15
How to create or remove driver stores?	15
How to view the existing rights assigned to a driver store?	16
How to add or remove manager role on driver store?	16
What actions can manager roles perform on driver stores?	17
How to manage drivers and profiles?	17
4 Managing Print Managers	19
How to access print manager dashboard?	19
How to create a print manager?	20
How to configure a print manager?	21
How to add or remove manager role on print manager?	21
What actions can manager roles perform on printer manager?	22
How to manage printer redirections?	22
How to access health monitor?	23
How to generate report?	23
5 Managing Printers	25
How to access printer?	25
What actions can manager roles perform on printers?	25
How to create a physical printer?	25
How to pause or resume inputs and outputs on a printer?	26
How to add or remove user, operator, or manager objects on a printer?	27
How to configure a physical printer?	27
What are the features supported on a physical printer?	28
How to manage print jobs?	29
6 Managing iPrint Client Management	31
How to access the iCM?	31
What is default printer and temporary printer?	31

How to manage the printers for iCM users?.....	32
How to configure an iCM user?	32
7 Managing Printer Pools	35
How to access printer pool?.....	35
How to create printer pool?.....	35
How to manage printer in a pool?	36
8 Managing Banners	37
How to access banner?.....	37
How to create and manage banners?.....	37
How to assign, unassign, and modify a custom banner with a printer?.....	38
How to use eDirectory attributes with custom banners?	38
Part III Troubleshooting	39
9 How to manage UMC database password	41
10 Login Failures	43
11 Known Issues	45

About This Document

This document provides frequently asked questions on the tasks performed through the Unified Management Console (UMC) application.

- ♦ [Part I, “Introduction,” on page 7](#)
- ♦ [Part II, “iPrint,” on page 13](#)
- ♦ [Part III, “Troubleshooting,” on page 39](#)

Audience

This document is intended for iPrint administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the [comment on this topic](#) link at the bottom of each page of the online documentation.

Additional Documentation

For documentation on iPrint Appliance, see the [iPrint 24.4 Documentation web site \(https://www.microfocus.com/documentation/iprint/iprint-24.4/\)](https://www.microfocus.com/documentation/iprint/iprint-24.4/).

Introduction

- ♦ Chapter 1, “Overview of UMC,” on page 9
- ♦ Chapter 2, “Accessing UMC,” on page 11

1 Overview of UMC

Unified Management Console (UMC) is a highly responsive, secure, and user-friendly web-based management tool designed for both small and large iPrint Appliance deployments. It offers customized access to network administration utilities and resources from virtually anywhere using the Internet and a web browser. UMC serves as a single point of administration for managing iPrint Appliance resources efficiently.

NOTE: UMC is also referred as iPrint Management Console.

2 Accessing UMC


NOTE: Unified Management Console (UMC) is also referred as iPrint Management Console.

You can access UMC using one of the following methods:

Method 1: Access using web browser

- 1 Open any browser and enter the IP address.
Example: `https://<iprintmanagementconsole_ServerIP/Hostname>/umc`
- 2 Remote LDAP users can log in using their username or full FQDN.

NOTE: Only users added as administrators through port 9443 can log in. For more information, see [Managing Administration - Imported User as Administrator](#) in *Administration Guide*.



opentext™
iPrint Management Console
CE 25.2

Username or DN*

Password*

Log in

Method 2: Access using iPrint Management Administration Console

- 1 Open any browser and enter the IP address.
Example:
`https://<iprintappliance_ServerIP/Hostname>/admin`
Or,

`https://<iprintappliance_ServerIP/Hostname>:9443`

- 2 Enter the root or vaadmin credentials to access the iPrint Appliance home page.
- 3 Click **Manage iPrint Appliance** to open **iPrint Appliance Configuration** page.
- 4 Under configuration, click **Unified Management Console** to access the **iPrint Management Console**.

|| iPrint

OpenText iPrint offers a single, scalable solution for managing all of your printing across multiple office locations from any device. It lets the users print quickly, easily, and more securely.

- ◆ [Chapter 3, “Managing Driver Stores,” on page 15](#)
- ◆ [Chapter 4, “Managing Print Managers,” on page 19](#)
- ◆ [Chapter 5, “Managing Printers,” on page 25](#)
- ◆ [Chapter 6, “Managing iPrint Client Management,” on page 31](#)
- ◆ [Chapter 7, “Managing Printer Pools,” on page 35](#)
- ◆ [Chapter 8, “Managing Banners,” on page 37](#)

3 Managing Driver Stores

A driver store is a repository where administrators add printer drivers and PPD files used for their print system. You need only one driver store for your print system; however, depending on your network setup, you can add additional driver stores.

To access the driver store, log in to UMC with your credentials, then click **iPrint > Driver stores**.

- ♦ [“How to create or remove driver stores?” on page 15](#)
- ♦ [“How to view the existing rights assigned to a driver store?” on page 16](#)
- ♦ [“How to add or remove manager role on driver store?” on page 16](#)
- ♦ [“What actions can manager roles perform on driver stores?” on page 17](#)
- ♦ [“How to manage drivers and profiles?” on page 17](#)

How to create or remove driver stores?

Creating the driver store loads the driver store daemon on the server, enabling you to upload drivers.

To create driver stores:

- 1 In **Driver stores**, click the **+Create driver store** button to open the wizard.

The **Create driver store** wizard consists of General information, Container, eDirectory server, and Summary page.

- 2 On the **General information** page, enter the name of the driver store object.

- 3 (Optional) Enter the location to host the drivers.

- 4 (Optional) Enter a brief description of the driver store.

- 5 Enter a DNS name or IP address for the server to host the driver store.

If you have set up the cluster, specify the DNS name or IP address of the iPrint resource.

Example: `print.mycompany.com` or `126.34.47.78`

- 6 On the **Container** page, select a container to store the driver store object.



- 7 On the **eDirectory server** page, select the eDirectory server for the driver store to communicate.

NOTE: For fault tolerance, you can select more than one eDirectory server from the same tree.

- 8 On the **Summary** page, review the added information and modify it if required.


- 9 Click **Confirm** to create a driver store.

To remove driver stores:

- 1 In **Driver stores**, browse and select a driver store.
- 2 Click **More options**  > **Manage drivers**.
- 3 Select one or multiple drivers and click **Remove** .
- 4 Click **Confirm** to remove the selected driver stores.

How to view the existing rights assigned to a driver store?


You can view the existing rights assigned to a driver store to see which users have permission to manage it.

- 1 In **Driver stores**, browse and select a driver store.
- 2 Click **More options**  > **Manage rights**.
- 3 Use **Advance Filters** to filter based on Type, Container, or Print manager to view the list of available rights.



How to add or remove manager role on driver store?

You can use the **Manage rights** option in driver stores to add or remove manager role.

To add manager:

- 1 In **Driver stores**, browse and select a driver store.
- 2 Click **More options**  > **Manage rights**.
- 3 On the **Manage rights** page, click the **Add manager** button.
- 4 On the **Add manager** page, search or browse the eDirectory containers to select the objects (user, group, container).
- 5 Click **Confirm** to assign the selected objects as Manager.

To remove manager:

- 1 In **Driver stores**, browse and select a driver store.
- 2 Click **More options**  > **Manage rights**.
- 3 Select one or multiple managers and click **Remove** .
- 4 Click **Confirm** to remove the selected driver stores.

What actions can manager roles perform on driver stores?

Manager roles are authorized to start, shut down, move, copy, configure, and manage rights and drivers on driver stores.

The **Driver stores > More options**  allows you to perform the following actions:

- ♦ **Configure** the location and description of the driver stores.
- ♦ **Manage rights** lists the existing managers assigned to a driver store.
- ♦ **Start up** or **Shut down** the driver store running on the server. This affects all driver store objects associated with this driver store configuration file.

NOTE: Before performing the copy or move actions, ensure that iPrint is installed on the destination server.

- ♦ **Copy** printer drivers from a driver store on one server to driver store on another server.
- ♦ **Move** the driver store, including its configuration files and printer drivers, to a different server. This also removes the driver store entry from the configuration file on the source server.

How to manage drivers and profiles?

Manage drivers and profiles using the iPrint Management Client, a browser-independent tool available to iPrint Administrators. It provides enhanced security, fast large driver uploads, and supports Mac/Linux, ensuring a seamless management experience.



- 1 Log in to UMC with your administrator credentials.
- 2 To configure drivers and profiles, go to the upper-right corner and select **Configure drivers & profiles**. This will launch **iPrint Management Client** version 6.27.00 or later.
- 3 In the **iPrint Management Client** you can manage drivers and profiles.

For more information, see [iPrint Management Client](#) in [OpenText iPrint Appliance Administration Guide](#).

4 Managing Print Managers

The Print Manager facilitates communication between users and printers while managing print jobs, security, and spooling. Print managers are objects in the eDirectory tree that provide a platform for printer agents on the OES or Appliance server. The print manager receives the print jobs and sends them to the printers. A single print manager can manage print jobs for multiple printers.



The print manager uses a database to store information about the printers it controls. The database creates a backup when you create or delete a printer. You can create additional print managers on other servers, but only one print manager can be active at a time. To activate other print managers, you must shut down the active one and perform a startup.

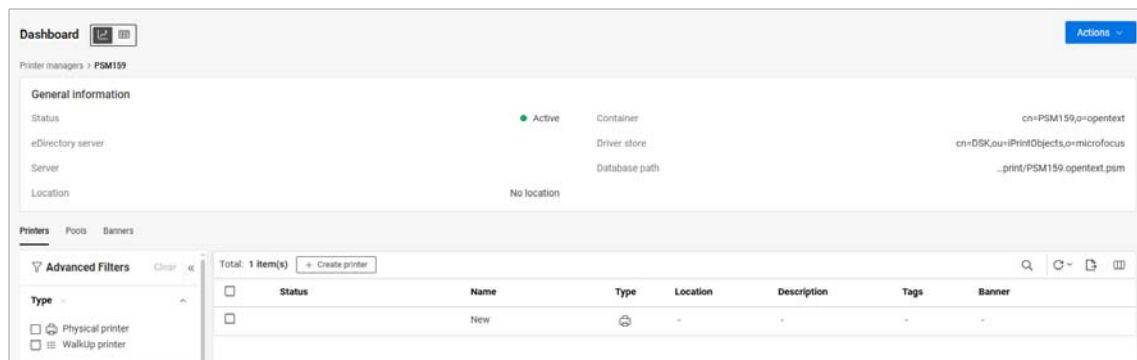
To access the print manager, log in to UMC with user credentials, then click **iPrint > Print Manager** and select either Dashboard view  or Table view  tab.

- ♦ [How to access print manager dashboard?](#)
- ♦ [How to create a print manager?](#)
- ♦ [How to configure a print manager?](#)
- ♦ [How to add or remove manager role on print manager?](#)
- ♦ [What actions can manager roles perform on printer manager?](#)
- ♦ [How to manage printer redirections?](#)
- ♦ [How to access health monitor?](#)
- ♦ [How to generate report?](#)

How to access print manager dashboard?

Access the print manager dashboard to manage print services such as printers, pools, and banners:

- 1 Log in to UMC with your credentials, then click **iPrint**.
- 2 In Print manager, search and select a print manager.
- 3 Click **More options**  > **Dashboard**.
- 4 The Dashboard view  displays general information and includes three tabs: **Printers**, **Pools**, and **Banners**.



- ◆ **Status:** Displays the current status of the print manager (*Active* or *Down*).
 - ◆ **Server:** Identifies the server by either its IP address or DNS name.
 - ◆ **Location:** Indicates the physical location of the print manager.
 - ◆ **Container:** Specifies the eDirectory container where the print manager reference is stored.
 - ◆ **Driver store:** Displays the name of driver store.
 - ◆ **Database path:** Specifies the full directory path and filename where the print manager database is stored.
 - ◆ **Description:** Provides a brief summary of the print Manager.
 - ◆ **Version:** Displays the version of the print manager.
- 5 Use **Advanced Filters** to refine results by status, container, driver store, location, and additional criteria.

How to create a print manager?

Prerequisites

- ◆ A driver store must exist before you create a print manager to deliver printer drivers to iPrint clients. For more information, see [Driver store documentation](#).
- ◆ The user must have create rights to manage the print managers on the container.

Procedure

- 1 In **Print Managers**, click **Create print manager** button to open the **Create print manager** wizard.
- 2 On the **General information** page, enter the name of the print manager object.
- 3 Select either **DNS name** or **IP address** option.
 - ◆ Enter a **DNS name** (e.g., `print.mycompany.com`) that identifies the iPrint service on the network. This DNS name should resolve to the physical server hosting the Print Manager, but it should not be the server's actual DNS name (e.g., `server1.mycompany.com`).
This DNS address is also used to generate the iPrint printer URL on users' workstations during installation; if the URL changes, the printers must be deleted and reinstalled.
 - ◆ Enter an **IP address** if DNS is not configured on your network or if you are using a secondary IP address. Using a primary IP address or the server's DNS name may limit your ability to move the print manager.

- 4 Select the **Start print manager after creation** check box to start the iPrint manager immediately after object creation and ensure the iPrint service starts automatically after every server reboot.


NOTE: This selection is not recommended in a cluster setup.

- 5 On the **Container** page, select the container to store the iPrint manager objects.
- 6 On the **eDirectory server** page, select the eDirectory server for the iPrint manager to communicate.

NOTE: For fault tolerance, you can select multiple eDirectory servers from the same tree.

- 7 On the **Driver store** page, select the print driver store for the print manager to deliver printer drivers to iPrint clients.
- 8 On the **Summary** page, validate the parameters and click **Finish**.


How to configure a print manager?

- 1 In **Print Managers**, select the print manager > **More options**  and click **Configure**.
- 2 On the **General information** page, configure the location and description of the print manager.
- 3 On the **Driver store** page, select and modify the driver store associated with the print manager.
- 4 On the **Summary** page, verify that the updated information is correct, then click **Finish**.


How to add or remove manager role on print manager?

Use the **Manage rights** option in print manager to add or remove manager role.

To add manager:


- 1 In **Print managers**, select a print manager and click **More options**  > **Manage rights** > **+ Add manager** button.

or


In **Print managers**, select a print manager and click **More options**  > **Add manager**.

- 2 On the **Add manager** page, search or browse the eDirectory containers to select the objects, such as users, groups, or containers
- 3 Click **Confirm** to assign the selected objects as Manager.

To remove manager:

- 1 In **Print managers**, select an active print manager.
- 2 Click **More options**  > **Manage rights**.
- 3 On the **Manage rights** page, select the manager objects and click **Remove**.
- 4 Click **Confirm** to remove the manager objects from the print manager.

What actions can manager roles perform on printer manager?

The **Print managers > More options**  allows you to perform the following actions:

- ◆ **Create, Configure** or **Delete** the print managers.
- ◆ **Manager rights** in Print manager by adding, removing, or deleting manager roles.
- ◆ **Manage redirections** automatically rerouting print jobs to another printer.
- ◆ **Start up** or **Shut down** the print managers.


How to manage printer redirections?

Printer redirection is helpful when decommissioning an iPrint printer, as it automatically redirects print jobs to another iPrint printer. This eliminates the need for users to manually delete and reinstall the printer. Redirection continues even after the printer is deleted and applies only to iPrint printers.


To view printer redirection:

Choose one of the following methods:

- ◆ Method 1

In **Print managers**, select an active print manager and click **More options**  > **Printer redirections**.


- ◆ Method 2

1. In **Print managers**, select an active print manager and click **More options**  > **Dashboard redirections** to open the Print manager dashboard page.
2. On the dashboard page, go to the upper-right corner and click **Actions**. Then, choose **Printer redirections**.

To add printer redirection:

- 1 On the **Printer redirection** page, click **Add redirection** button to open the **Add redirection** wizard.
- 2 On the **Source printer** page, select the source printer.
- 3 On the **Target printer** page, do one of the following:
 - ◆ Search or browse the containers to select the target printer.
 - ◆ Enter details in the **Printer redirection** URL box
- 4 On the **Summary** page, validate the source and target printer and click **Finish**.

To modify the existing redirection:

- 1 On the **Printer redirection** page, select a printer and click **More options**  > **Modify**.
- 2 On the **Modify** page, select the printer and click **Confirm**.

To remove existing redirection:

- 1 On the **Printer redirection** page, filter based on **Active** type.
- 2 Select one or multiple printer redirections and click **Remove**.


To delete existing redirection:

- 1 On the **Printer redirection** page, filter based on **Deleted** type.
- 2 Select one or multiple printer redirections and click **Delete**.

How to access health monitor?


The **iPrint Manager Health Monitor** provides administrators with a comprehensive view of their print system, displaying the current status of Printer agents, enabling configuration of settings, and generating reports.

To access iPrint Health Monitor using UMC:

- 1 In **Print managers**, select a print manager and click **More options**  > **Health monitor**.
The Health Monitor opens in a new browser window.
- 2 Log in with Administrator rights or as a manager of the iPrint Manager object to view the **iPrint Manager Health Monitor** page.
This page displays a list of all the Printer Agents and their current state, print job statistics, and the status of the iPrint Manager. For more information, see [iPrint Manager Health Monitor Main Page](#) in [Micro Focus iPrint Appliance 4: Micro Focus iPrint Appliance Health Monitoring Guide](#).

How to generate report?

The **iPrint Manager Generate Report** provides administrators the option to create report about printing system.


- 1 In **Print managers**, select a print manager and click **More options**  > **Generate report**.
- 2 Log in with Administrator rights or as a manager of the iPrint Manager object to view the **iPrint Manager Report** page.
This page allows you to create reports about your printing system. For more information, see [Generate Report](#) in [Micro Focus iPrint Appliance 4: Micro Focus iPrint Appliance Health Monitoring Guide](#).


5 Managing Printers

The printers require at least one print manager to manage the jobs. The print managers must be running to create new printers.

- ◆ [How to access printer?](#)
- ◆ [What actions can manager roles perform on printers?](#)
- ◆ [How to create a physical printer?](#)
- ◆ [How to pause or resume inputs and outputs on a printer?](#)
- ◆ [How to add or remove user, operator, or manager objects on a printer?](#)
- ◆ [How to configure a physical printer?](#)
- ◆ [What are the features supported on a physical printer?](#)
- ◆ [How to manage print jobs?](#)

How to access printer?

- 1 Log in to UMC with your administrator credentials, then click **iPrint > Print managers**.
- 2 In **Print managers**, search and select an active print manager.
- 3 Click **More options**  > **Dashboard**.

The Dashboard view  displays general information and includes three tabs: **Printers**, **Pools**, and **Banners**.

- 4 Select the **Printers** tab to access the printers page.

What actions can manager roles perform on printers?

The **Printers > More options**  allows you to perform the following actions:

- ◆ **Start up** or **Shut down** the printers.
- ◆ **Pause input** and **Resume input** the printers.
- ◆ **Pause output** and **Resume output** the printers.
- ◆ **Configure** or **Delete** the printers.

How to create a physical printer?

Prerequisites


- ◆ Minimum one active print manager must be available on your server.
- ◆ Minimum one active driver store must be available for your print system.

Procedure

- 1 In **Printers**, click **+ Create printer** button to open the **Create printer** wizard.
The wizard consists of General information, Container, Print manager, Drivers, Banners, Features, and Summary page.
- 2 On the **General Information** page, by default the **Physical** option is selected. Enter the name of the printer.
- 3 (Optional) Enter the **Description**, and **Location** details for the printer.
- 4 Select the **DNS name** or **IP address** option and enter the value for the physical printer.
Example: `print.mycompany.com` or `126.34.47.78`.
- 5 Click the **LPR printer name** or **RAW port number** and enter the **Network identifier** value.
- 6 On the **Container** page, select the container to store the printer object
- 7 On the **Print manager** page, select the print manager. By default, the print manager associated with the current dashboard view is automatically selected.
- 8 (Optional) On the **Drivers** page, select the default print drivers to install for each platform. If a driver is not listed, you can add new drivers by using the **Manage Drivers** option under Driver Stores.
- 9 (Optional) On the **Banner** page, select only one banner for the printer.
- 10 (Optional) On the **Features** page, turn on the features you want to enable, or turn off the ones you don't need for your new printer.
- 11 On the **LPR configuration** page, select the address range, IP address, and subnet range for LPR printing.
- 12 (Optional) Turn on the **Filter all LF to CRLF and append FF to jobs** to change the bytes in the LPR data stream of all incoming LPR print jobs from Line Feeds to Carriage Returns with Line Feeds and append a Form Feed to the end of the print job.
- 13 On the **Summary** page, validate the parameters and click **Finish**.

How to pause or resume inputs and outputs on a printer?

If you need to temporarily stop or restart the printing process, you can easily pause or resume the inputs and outputs for your printer using the **Quick Actions** feature.

- 1 In **Printers**, select a printer and click **More options**  > **Quick actions**.
- 2 Select either of the following actions:
 - ♦ **Pause input** or **Resume input**
 - ♦ **Pause output** or **Resume output**

NOTE: Only one of the Pause or Resume options will be available at a time, depending on the current state of the printer.

How to add or remove user, operator, or manager objects on a printer?

You can use the manage rights option to add or remove user, operator, or manager objects on a printer.

To add objects to a printer:

- 1 In **Printers**, select the printer and click **More options**  > **Manage rights** > click **Actions** button > **Add user/operator/manager**.

or



In **Printers**, select the printer and click **More options**  > **Quick actions** > **Add user/operator/manager**.

- 2 On the **Add user/operator/manager** page, **LDAP** tab, search or browse the containers to select the user, operator, or manager objects.
- 3 (Optional) Navigate and select the **Entra ID** tab, click the **Users** or **Groups** option, use **Search** to list and select the objects.

The current directory and Tenant ID are automatically fetched.

- 4 Click **Confirm** to add the selected objects to the printer.

To remove objects from a printer:


- 1 In **Printers**, select the printer and click **More options**  > **Manage rights**.
- 2 On the **Manage rights** page, select one or multiple user, operator, or manager objects.
- 3 Click **Remove**  option to remove the selected objects from the printer.

You can also use the **Actions** button > **Remove all** option on the **Manage rights** page to remove all the associated objects from the printer at once.

How to configure a physical printer?

Configuring a physical printer allows you to define and customize key settings such as its location, driver assignments, banner pages, available features, and network details.

To configure a physical printer:

- 1 In **Printers**, select the printer you want to configure.
- 2 Click **More options**  > **Configure** to open the configuration wizard.

The wizard consists of General information, Container, Print manager, Drivers, Banners, Features, and Summary page.

NOTE: You can modify all pages except Print manager.

- 3 On the **Configure** page, existing values are automatically populated. Modify the necessary fields as required.
- 4 On the **Summary** page, review all parameters and click **Finish** to complete the configuration.

What are the features supported on a physical printer?

iPrint supports a variety of features that enhance how users interact with and manage physical printers. These features can be configured from the **Manage features** page.

To access Manage features:

Go to **Printers**, select the printer and click **More options**  > **Manage features**.

Manage features								
Printers > HP Officejet 6610 +13								
Direct printing and auditing, Email printing and secure printing cant be enabled at the same time.								
Total: 1,238,948 items								
<input type="checkbox"/>	Name	Direct printing	LPR support	Auditing	Auto driver/profile update	Secure printing	User hold	Operator hold
<input type="checkbox"/>	HP Officejet 6610	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Canon Pixma TS345	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	HP Officejet 6612	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma G352	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma TS345	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Canon Pixma G325	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma G350	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	HP Officejet 6610	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma TS345	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	HP Officejet 6610	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma G352	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma TS345	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	HP Officejet 6610	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Canon Pixma G352	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supported features

NOTE: You cannot enable direct printing with auditing, secure printing with Email printing simultaneously. You can manage these features while creating or configuring a printer on the **Manage Features** page.

- ◆ **Direct printing**

Sends print jobs directly to the printer instead of sending the job to the Print Manager first. A job is sent to the printer in LPR or raw 9100 format, depending on the setting in the gateway autoloader command for the printer. Direct printing supports banner printing (if the banner is already configured) and driver updates.

- ◆ **LPR support**

Enables printing using the LPR (Line Printer Remote) protocol, common in TCP/IP printers and more flexible than the RAW protocol.

- ◆ **Auditing**

Creates a log file indicating who printed how many pages to which printer on a given date. The log file is in a comma-separated format (.csv). The data from this log file can be viewed from the Health Monitor or downloaded into a spreadsheet.

To use this feature, you must enable auditing on each printer.

- ◆ **Auto driver/profile update**

Automatically updates clients with the latest drivers and profiles from the server without user intervention. If you make any changes to the driver in the driver Store or modify the profile, the client is prompted for the change, and the client is updated.

- ◆ **Secure printing**

Ensures secure transmission of print jobs and restricts printing access based on user, group, or container membership. Integrates with LDAP directories (e.g., Active Directory, eDirectory).

- ◆ **User hold**

Holds the print job until the submitting user manually releases it.

- ◆ **Operator hold**

Holds the print job until a designated operator releases it.

How to manage print jobs?

The **Jobs** feature allows users and administrators to monitor and control print jobs in the print queue.

- 1 In **Printer**, select a printer and click **More options**  > **Dashboard** to access the jobs page.

The jobs page displays a dashboard with general information, feature list, advanced filters, and a jobs table.

- 2 Click **Jobs** > **More options** to perform the following actions:

- ◆ **Pause:** Administrators, managers, and operators can temporarily halt the processing of print jobs in the queue. This helps in managing print load and prioritizing jobs.
- ◆ **Promote:** Administrators, managers, and operators can change the order of print jobs in the queue. Users can move only their own jobs, and they can only move them down the list.
- ◆ **Delete:** Administrators have the ability to delete any print job that has been submitted but not yet started printing. Users can delete only their own print jobs.


6 Managing iPrint Client Management

iPrint Client Management (iCM) allows you to designate printers to be installed on a workstation when a user logs in using the Client for Open Enterprise Server. iCM also enables centralized control of the iPrint Client configuration, making it easier to manage settings without visiting each workstation.

- ♦ [How to access the iCM?](#)
- ♦ [What is default printer and temporary printer?](#)
- ♦ [How to manage the printers for iCM users?](#)
- ♦ [How to configure an iCM user?](#)

How to access the iCM?

To access iCM users, groups, or containers, complete the following steps:

- 1 Log in to UMC with your administrator credentials.
- 2 In the upper-right corner, click **Actions > Client management** to open the **Client Management** page.
- 3 Select the user, group, or container object and click **More options**  **> Manage printers**.
The page displays two tabs: **Printers to install** and **Printers to remove**.
- 4 Search or browse the users, groups, or containers to select the required objects from the tree to list iCM users.

What is default printer and temporary printer?




The default printer is that printer that is set as the default when installed on the workstation during user logs in.

The temporary printer is installed when the user logs in and removed when the workstation is rebooted. This is useful when a user logs in to the network using a guest account, and you want the printer to be removed when the user is done.


For more information on how to set a default printer and temporary printers, see [How to manage the printers for iCM users?](#)

How to manage the printers for iCM users?


You can use the **Manage printers** option to assign a default printer or set a printer as temporary, so it is removed when the workstation is restarted.

- 1 Log in to UMC with your administrator credentials.
- 2 In the upper-right corner, click **Actions > Client management** to open the **Client Management** page.
- 3 On the **Client management** page, select the user, group, or container object and click **More options**  > **Manage printers**.
- 4 The **Manage printers** displays two tabs:
 - ◆ **Printers to install**
 - ◆ **Printers to remove**
- 5 On the **Printers to Install** tab, you can do the following:
 - ◆ **Set as default printer:** Select one printer and click **More options**  > **Set as default printer**.
 - ◆ **Set as temporary printer:** Select one or multiple printer and click **More options**  > **Set as temporary printer**.
- 6 Click **Confirm** to install the printers.

You can also use the **Manage printers** option to remove printers.

- 1 On the **Printers to Remove** tab, select one or multiple printers and click **More options**  > **Remove**.
- 2 Click **Confirm** to remove the selected printers.

How to configure an iCM user?

- 1 Log in to UMC with your administrator credentials.
- 2 In the upper-right corner, click **Actions > Client management** to open the **Client Management** page.
- 3 On the **Client management** page, select an object and click **More options**  > **Configure** to open the **Configure** wizard.

The **Configure** wizard consists of Printer configuration, Printers to install, Printers to remove, Client configuration, Advanced settings, and Summary page.
- 4 The **Printer configuration** page provides two options:
 - ◆ **Do not update workstation:** Select this option to disable iPrint Client Management printer configuration and printers are not installed or removed from workstations. Printers already installed are not modified.
 - ◆ **Allow specified printers on workstations:** Select this option to allow only the printers specified in the **Printers to Install** list to reside on the workstation. All other iPrint printers on the workstation are removed. Non-iPrint printers are not affected.
- 5 On the **Printer to install** page, select the printers to install on the workstation when a user logs in.

- 6 On the **Printer to remove** page, select the printers remove from the workstation when a user logs in.
- 7 On the **Client configuration** page, turn on or turn off the **Allow updating workstations with the defined client configurations** switch to modify the client configuration settings.
 - ◆ **Block secure printing for grace logins**

The iPrint Client prevents the use of grace logins by blocking secure printing requests that would consume one. To print, the user must change their password to resolve the grace login condition.

This feature requires the following:

 - ◆ The user is authenticated to a tree where the print service is running.
The tree is using grace logins.
 - ◆ The user is using the Client for Open Enterprise Server for Windows.
 - ◆ **Allow saving client password**

Allows the user to save their password on the workstation for later use when installing or printing to secure printers.
 - ◆ **Autofill the last logged in username for printer authentication**

Populates the **iPrint Printer authentication** dialog with the username of the last user who logged in to iPrint.
 - ◆ **Allow proxy server for printing**

Enter the proxy server URL in the textbox.
 - ◆ **Display iPrint icon in the system tray**

Allows you to control whether the iPrint icon appears in the system tray, giving users quick access to iPrint configuration settings. If you disable this setting, the following three attributes are also disabled.

 - ◆ **Notify users of print job status**

Enables notifications on the workstation when a print job completes or fails to print.
 - ◆ **Launch printer folder from tray icon**

Allows users to access the printer folder from the iPrint icon in the system tray. Disable this setting if you have locked down the workstation.
 - ◆ **Include a URL link on the tray icon**

Enter the URL to enable the Find/Install Printers link on the iPrint tray icon menu.
- 8 On the **Advanced settings** page, select the required options.
 - ◆ **Ignore iPrint Client Management (iCM) settings on parent containers**

Turn on this switch to limit the scope of client settings and assigned printers to the object where the assignment is made. Client management stops searching the tree and applies the settings and printers to the workstation.
 - ◆ **Display iCM results in a dialog box on workstations**

Provides two options **Printer configuration** and **Client configuration**. Select the required option to display a window on the workstation showing the results of the client and printer configurations.

- ◆ **Trusted site list**

Use the **Add trusted site** button to view and add the printers directly from the printer IPP site or printer map page using the URL of the printer installation page, without having to run the web browser with administrator privileges.

9 On the **Summary** page, validate the details and click **Finish**.

7 Managing Printer Pools


A printer pool allows multiple identical printers (same model and driver) managed by a single Print manager to share the print workload. Users install one printer from the pool; the Print manager then redirects jobs to idle printers within the pool to balance the load.


For example, in a printer pool with four printers, if the first printer is handling a 100-page job, the next print job is sent to the second printer. If the second printer completes its task while the first printer is still busy, the next job is directed to the third printer, ensuring efficient distribution of print jobs. Printer pools are specific to the Print manager and cannot span multiple Print managers.

- ♦ “How to access printer pool?” on page 35
- ♦ “How to create printer pool?” on page 35
- ♦ “How to manage printer in a pool?” on page 36

How to access printer pool?

Access the printer pool through the **Print manager dashboard** in UMC by following these steps:

- 1 Log in to UMC with your administrator credentials, then click **iPrint > Print managers**.
- 2 In **Print managers**, search and select an active print manager.
- 3 Click **More options**  > **Dashboard**.

The Print manager dashboard view  displays general information and includes three tabs: **Printers**, **Pools**, and **Banners**.

- 4 Select the **Pools** tab to access the printer pools page.



How to create printer pool?

Creating a printer pool allows multiple printers to share print jobs efficiently.

Prerequisites

- ♦ A printer can be associated with only one printer pool.

To create a printer pool:

- 1 In **Print managers**, search and select an active print manager.
- 2 Click **More options**  > **Dashboard** to enable the dashboard view .


The Print manager dashboard provides general information about the print manager and displays three tabs: **Printers**, **Pools**, and **Banners**.

- 3 In **Pools**, click **+Create pool** button to open the wizard.

The wizard consists of **General information**, **Printers**, and **Summary** page.

- 4 On the **General information** page, enter the pool name.
- 5 (Optional) On the **Printers** page, select one or multiple printers.
- 6 On the **Summary** page, validate the parameters and click **Finish**.




To delete a printer pool:

- 1 In **Pools**, select one or multiple pool.
- 2 Click **More options**  > **Delete**.
- 3 Click **Confirm** to delete the selected printer pools.



How to manage printer in a pool?

Managing a printer in a pool ensures efficient distribution of print jobs across multiple printers.

To add printer to a pool:

- 1 In **Print managers**, search and select an active print manager.
- 2 Click **More options**  > **Dashboard** to enable the dashboard view .
The Print manager dashboard provides general information about the print manager and displays three tabs: **Printers**, **Pools**, and **Banners**.
- 3 In **Pools**, select a pool and then click **More options**  > **Manage printers** to view the list of printers.
- 4 On the top right corner of the page, click **+ Add printer** to open the wizard.
- 5 Select one or multiple printers and click **Confirm** to add printers to the pool.

To remove printer from the associated pool:

- 1 In **Print managers**, browse and select an active print manager.
- 2 Click **More options**  > **Manage printers** to view the list of printers.
- 3 Select one or multiple printers and click **Remove** .
- 4 Click **Confirm** to remove the selected printers from the associated pool.


8 Managing Banners


Banner pages create a cover sheet for each print job that a printer produces. You use the Printer Banner Configuration task to customize the information printed on a banner to your needs. If you select to display eDirectory information such as the eDirectory e-mail address, the Print Manager needs rights to read these attributes.

- ♦ “How to access banner?” on page 37
- ♦ “How to create and manage banners?” on page 37
- ♦ “How to assign, unassign, and modify a custom banner with a printer?” on page 38
- ♦ “How to use eDirectory attributes with custom banners?” on page 38

How to access banner?

Access the banner through the **Print manager Dashboard** in UMC by following these steps:

- 1 Log in to UMC with your administrator credentials, then click **iPrint > Print managers**.
- 2 In **Print managers**, browse and select an active print manager.
- 3 Click **More options**  > **Dashboard**.




The Dashboard view  displays general information and includes three tabs: **Printers**, **Pools**, and **Banners**.

- 4 Select the **Banners** tab to access the banner page.

How to create and manage banners?

Create and manage banners in the Print manager Dashboard to customize and organize banner settings efficiently.

To create a banner:

- 1 Log in to UMC with your administrator credentials, then click **iPrint > Print managers**.
- 2 In **Print managers**, browse and select an active print manager.
- 3 Click **More options**  > **Dashboard** to enable the dashboard view . The dashboard provides general information about the print manager and displays three tabs: **Printers**, **Pools**, and **Banners**.
- 4 In **Banners**, click **Create banner**  button to open the wizard. The wizard consists of **General information**, **Banner option**, and **Summary** page.
- 5 On the **General information** page, enter the banner name.
- 6 Choose the appropriate location from the **Banner text location** list.

Banner option information appears on the banner page, grouped together and placed as a unit at the top, center, or bottom of the page.


- 7 On the **Banner option** page, choose the banner settings and font size for displaying the information.
- 8 On the **Summary** page, review the added information and modify it if required.
- 9 Click **Confirm** to create a banner.

To manage banners:

- 1 In **Banners**, search and select a banner.
- 2 Click the **More options**  to **Modify** or **Delete** the existing banners.

How to assign, unassign, and modify a custom banner with a printer?

Manage custom banners for a printer through the **Print manager dashboard** to assign, unassign, and modify banner settings efficiently.

- 1 In **Printers**, search and select a printer.
- 2 Click **More options**  to perform the following operations:
 - ♦ **Assign banner** to associate the selected banners with the printer.
 - ♦ **Unassign banner** to remove the associated banner from the printer.
 - ♦ **Modify** a custom banner with a printer.

How to use eDirectory attributes with custom banners?

Custom banners let you choose the information displayed on the banner page. Some banner options use data stored in eDirectory.

To allow the Print manager to access this information, you must modify the trustee rights and grant the Print manager read rights to these properties. Because rights flow down the eDirectory tree, you can assign the trustee right at a container level above the users or at the tree level.

For more information, see [Managing Rights in Identity Console \(https://www.netiq.com/documentation/identity-console/identity_console-admin/data/t4953o89pl4h.html\)](https://www.netiq.com/documentation/identity-console/identity_console-admin/data/t4953o89pl4h.html).



Troubleshooting

- ♦ [Chapter 9, “How to manage UMC database password,” on page 41](#)
- ♦ [Chapter 10, “Login Failures,” on page 43](#)
- ♦ [Chapter 11, “Known Issues,” on page 45](#)

9 How to manage UMC database password

The script allows you to fetch and change the PostgreSQL database password. Correct credentials are required to manage the UMC database password.

Prerequisites

- ◆ Configure UMC to manage the UMC database password. For more information, see [Configuring and Upgrading UMC \(https://www.microfocus.com/documentation/open-enterprise-server/24.4/oes_umc_architecture/installation.html\)](https://www.microfocus.com/documentation/open-enterprise-server/24.4/oes_umc_architecture/installation.html).
- ◆ Only enter FQDN (Fully qualified distinguished name) credentials (for example: cn=admin, o=iPrintAppliance).

Procedure

1. To manage UMC database password:

```
python3 /opt/novell/umc/scripts/postgres_cred_mgmt.py
```

2. To change UMC database password:

```
python3 /opt/novell/umc/scripts/postgres_cred_mgmt.py --change-pwd
```

3. To fetch UMC database password:

```
python3 /opt/novell/umc/scripts/postgres_cred_mgmt.py --fetch-pwd
```


10 Login Failures

If you cannot login to UMC, run the health script (`umcServiceHealth`) to verify the status of the services and resolve the issues.

Alternatively you can perform this tasks manually by verifying the services `edirapi` container, `microfocus-umc-server`, and `postgresql`.

Run the following commands to verify the status:

- ♦ `systemctl status docker-edirapi.service`
- ♦ `systemctl status microfocus-umc-server.service`
- ♦ `systemctl status postgresql.service`

If the `docker-edirapi.service` is inactive or has failed, run the following commands to restart the services:

- ♦ `systemctl restart docker.service`
- ♦ `systemctl restart docker-edirapi.service`

11 Known Issues

- ♦ Following the update to iPrint Appliance 24.4 and later, the `docker-edirapi.service` may be inactive or fail.

Workaround: To resolve this issue, see [Chapter 10, “Login Failures,” on page 43](#).

- ♦ Following the upgrade to iPrint Appliance 24.4 and later, logging in to UMC may not be possible.

Workaround: To resolve this issue, see [Chapter 10, “Login Failures,” on page 43](#).

- ♦ Unable to create a printer with a name that contains characters other than English.
- ♦ When the manager role does not have common proxy rights, the following problems occur:
 - ♦ Unable to delete drivers from a non-replica server.
 - ♦ PSM deletion fails.

Workaround: Add the common proxy rights, then delete the drivers or PSM successfully.

- ♦ Unable to log in to the Unified Management Console using the Identity Console user credentials.

Workaround: Log in using the Fully Qualified Domain Name (FQDN), for example: `cn=No_Roles,o=novell`. Alternatively, modify the Unique ID to the username.

- ♦ Driver stores cannot be listed in a tree when they are created across multiple Organizational Units (OUs).

Workaround: To ensure seamless operation of the iPrint service in deployments with multiple operating systems, modify the configuration file `/etc/opt/novell/iprint/httpd/conf/iprint_ssl.conf`.

Remove `o=<organization_name>` from the following command:

```
AuthLDAPDNURL "ldaps://<FQDN of the server>:636/  
o=openext???(objectClass=user)"
```