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PrintUP Registration and Configuration Guide

About This Guide

This document provides configuration and operating instructions of PrintUP application.

PrintUP is a Smart Operation Panel (SOP) application which runs on the MFP (printer) and communicates with the Universal Print service running in Azure cloud.

Symbols

The following symbols are used in the manual to help you identify content quickly.

⭐ Important

This symbol indicates important points to note when operating the application.

Note

This symbol indicates supplementary information that you may find helpful when completing a task.

Reference

This symbol indicates where to find additional relevant information.

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Contents

1 Configuration

1.1 Assign Printer Administrator role

Existing Azure users or new users can be assigned as a Printer Administrator to manage all Ricoh virtual printers in the Universal Print service. This role assignment can only be done by the global administrator. A Universal Print license must be assigned to the Printer Administrator for the user to effectively manage the virtual printers.

To assign Printer Administrator role to an Azure user, please follow the steps below:

1. Login to Azure portal as Global Administrator.
2. Click on the Azure Active Directory icon or search for it in the search bar.
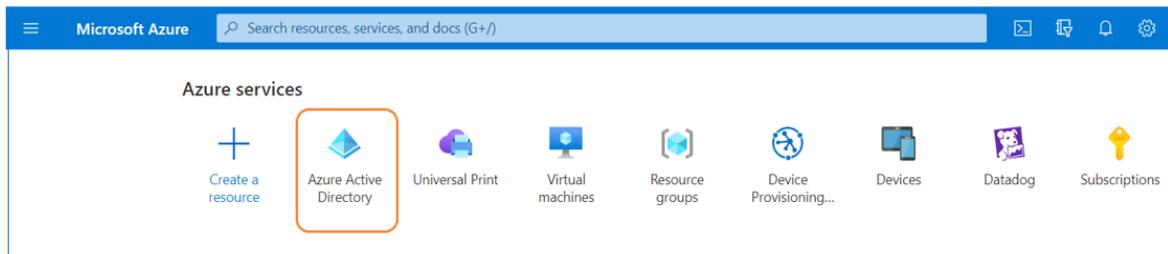
3. Click on **Users** from the left pane.
4. Search the user who will act as Printer Administrator.
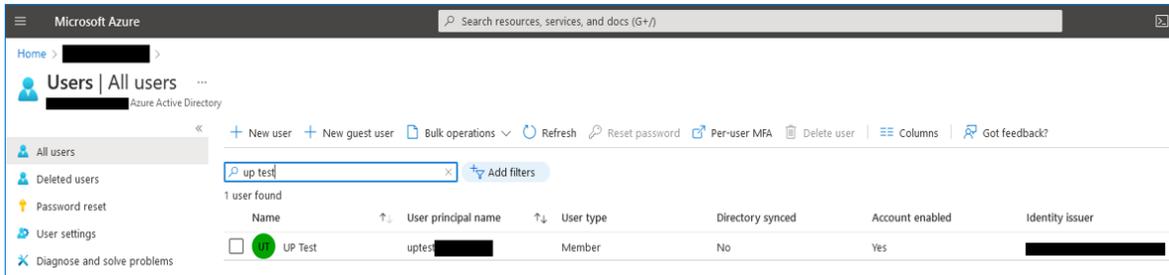
Note

If the user who will act as Printer Administrator is not yet created, create the account first by clicking **+ New user**.

5. Select the user from the list and click on **Assigned roles** from the left pane.
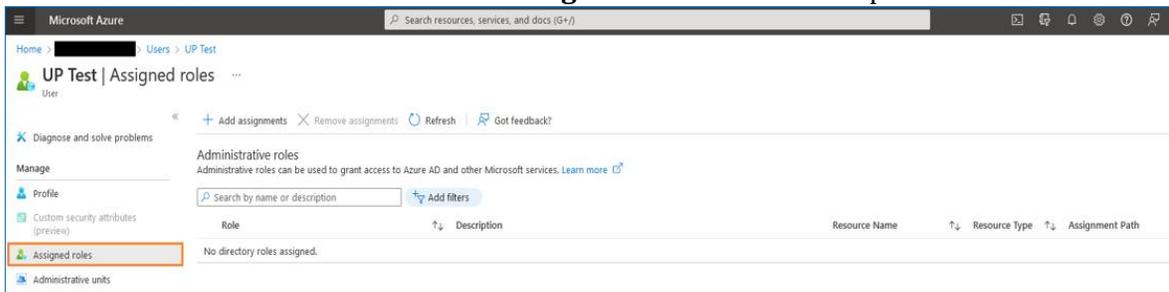
6. Click on **+ Add Assignments** and select the role "Printer Administrator" from the list.
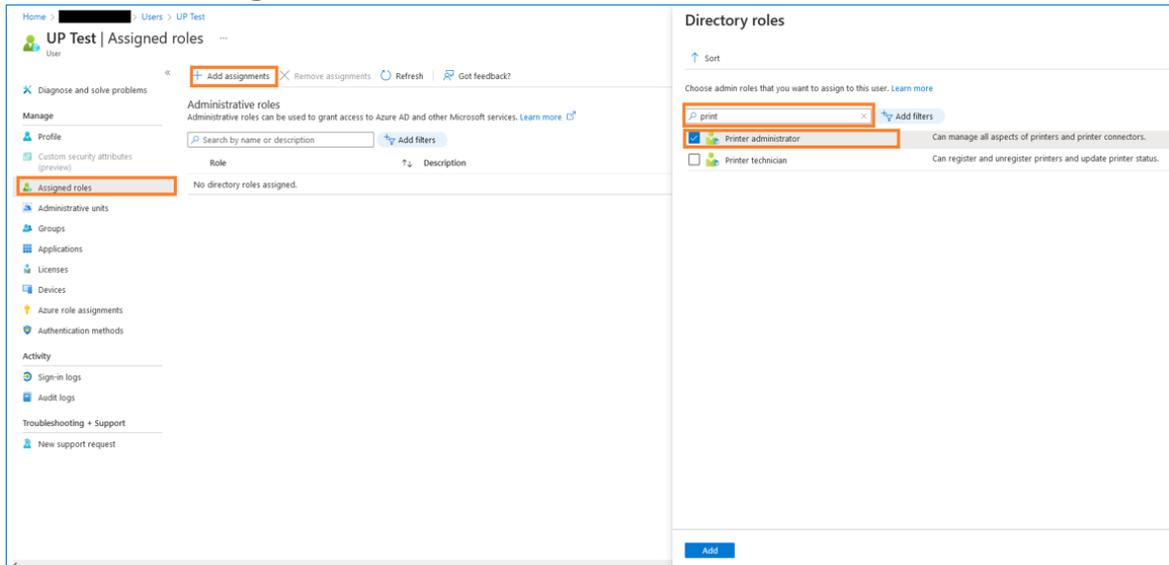
7. Click the **Add** button and the Printer Administrator role will be assigned to this user.
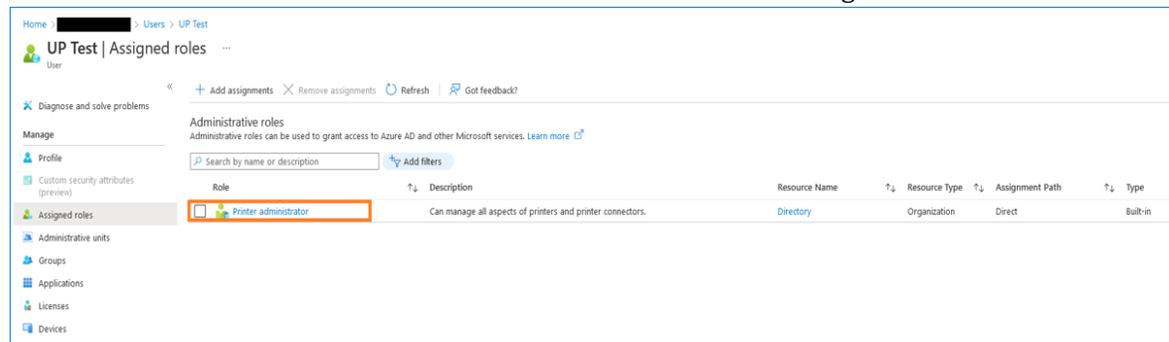
Important

PrintUP application supports users with enabled **Multi-Factor Authentication (MFA).** MFA-enabled Azure user will be prompted for additional verification during device registration and unregistration. MFA is an optional configuration for Printer Administrators. Users with MFA-disabled can still register and unregister device from Universal Print.

1.2   Assign Universal Print License

Universal Print is included with commercial and educational Microsoft 365 and Windows 10 subscriptions but can also be purchased as a standalone subscription. To use PrintUP application, at least one license for administering the Ricoh printers is required; ensure you have sufficient licensing by checking with Microsoft prior to deploying PrintUP.

Reference

More details about Universal Print license can be found here: License Universal Print | Microsoft Docs

Important

Please note that every user who should be able to use the virtual printer, PrintUP needs a license as well.

To assign Universal Print license to Printer Administrator user, please follow the steps below:

1. Login to Azure portal as a Global Administrator.
2. Click on the Azure Active Directory icon or search for it in the search bar.
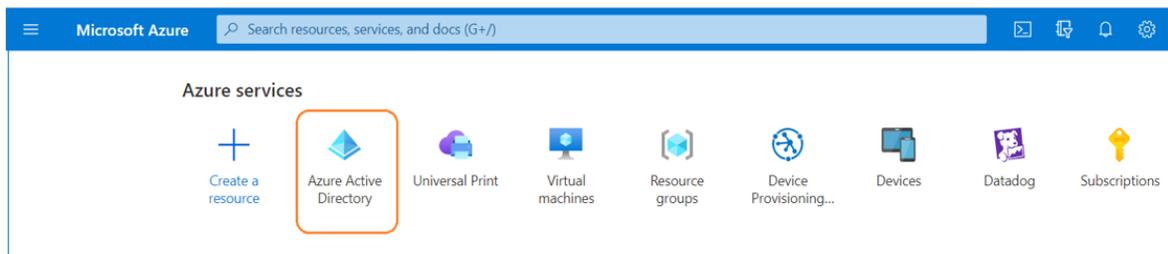
3. Click on **Users** from the left pane.
4. Select a Printer Administrator user. To assign the Printer Administrator role to a user, please refer to the previous section.
5. Click on **Licenses** then **+Assignments** and assign the license which has Universal Print subscription to the selected Printer Administrator user.
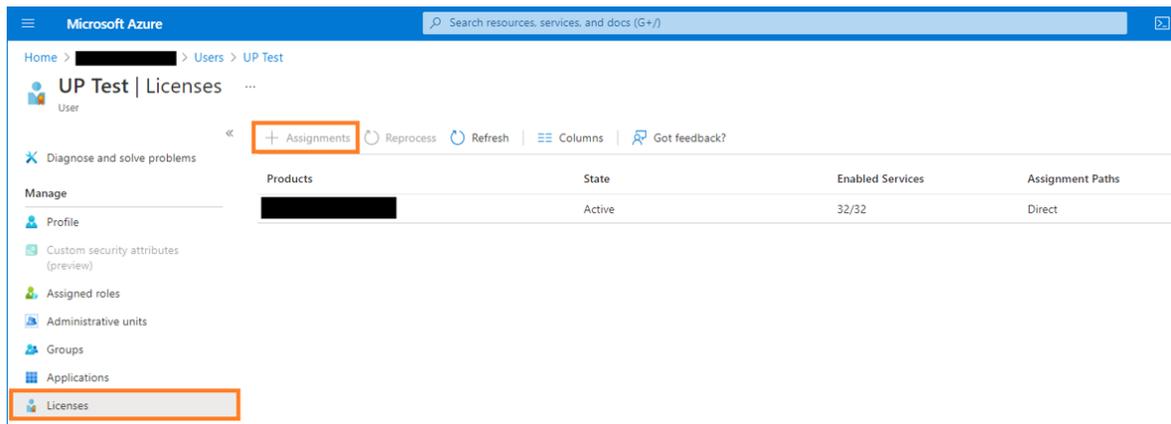
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1.3   MFP Configuration Requirements

PrintUP SOP application will run on all Ricoh MFPs equipped with the Android-based Smart Operation Panel (SOP) version G2.0 or G2.5.

The MFP must have the following:

▪ Installed System firmware 3.12, or above.

▪ Supports PDF data-streams.

▪ PDF support must be enabled.

▪ TLS 1.2 - WIM → Device Management → Configuration → SSL/TLS (under Security) → TLS 1.2 → Active
Please mark the higher versions of TLS other than 1.2 as inactive.

The following settings are required on the MFP (these are defaults from the factory):

▪ IPP Authentication must be set to "Inactive".

▪ Under Network Security, IPP port 631 must be set to "Open".

⭐ Important

Only Machine Administrators can register and unregister printers from Universal Print using the PrintUP application on the MFP. When the device is registered to Universal Print and shared with other users, non-admin users can send print jobs to the MFP as long as the cloud printer is added to their workstations, they have valid licenses and they have logged into the client machine with that account.

PrintUP application cannot be opened if the MFP logged in user is any other type of user except for machine administrator user. Similarly, the application does not respond when the admin user has logged out.

The "Machine Administrator" access can be set by accessing device Web Image Monitor (WIM). Login to WIM then navigate to Device Management → Configuration →Device Settings → Program/Change Administrator. Enable Machine Administrator of the administrator account and save the changes.

2 PrintUP Application

2.1 PrintUP Widget and Home screen

The PrintUP SOP application is shown as a "widget" on the MFP operation panel. Its appearance changes depending on the current status of the device.

⭐ **Important**

Only admin user with Machine Administrator privilege can open PrintUP SOP application in MFP. A gear icon will appear on the widget when machine administrator is logged on to MFP or when re-authentication is required or if the needs to be re-registered.

Widget appearance	Status details
	The printer has been registered with Universal Print and there is an active internet connection to Universal Print. In this example, logged on user does not have machine administrator privilege so gear icon is not displayed and PrintUP app cannot be opened.
	The printer has been registered with Universal Print and there is an active Internet connection to Universal Print. Additionally, the gear icon indicates that the current user has logged on to the MFP as an administrator.
	The grey cloud icon and broken line indicate that either the printer has not been registered with Universal Print or there is no active Internet connection to the server. In this sample, the user is logged on as an administrator. Please note that when registered device internet connection goes off, it might take a few minutes before the widget appearance changes. This icon shall also be seen in case re-authentication is required and, in case of device un-authentication i.e., if it is unregistered from Azure portal and not from the app irrespective of if the machine admin is logged in or not.
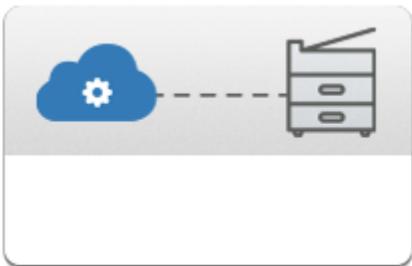
Note

PrintUP SOP application is placed in MFP's list of widgets. Drag and drop the PrintUP widget to Home screen so you can easily access the application.

Note

The app will show messages in the banner in various situations. The banner messages may get truncated at times.

Tapping the PrintUP widget by a machine admin will open the home page of the application.
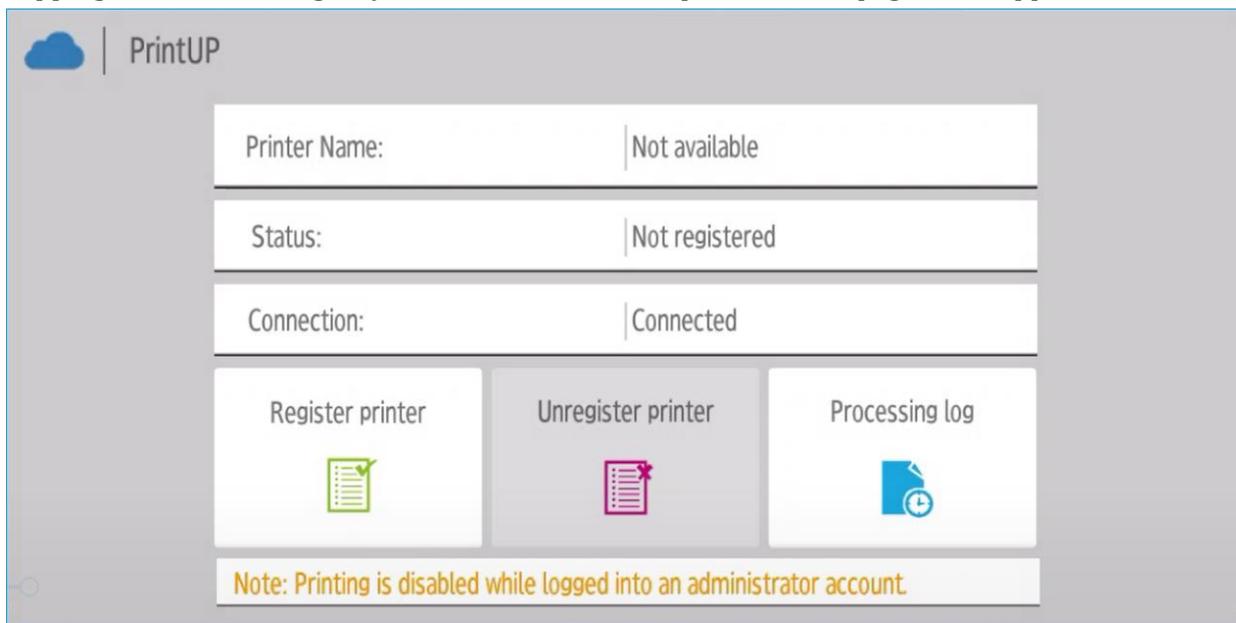
The following describes the content of this page:

- **Printer Name** displays the name of the printer once it has been registered. The name displayed here is the same name shown in the Universal Print list of virtual printers. When device is not registered to universal print, it will display "Not available".
- **Status** displays the registration status. When the printer is registered, the Status changes to "Registered".
- **Connection** displays the internet connection status. When the printer gets disconnected from the internet, the Connection changes to "Not Connected".
- **Register printer** enables the registration of the device on Universal Print; this is disabled if the device is already registered.
- **Unregister printer** clears the registration of the device on Universal Print; this is disabled if the printer is not currently registered.
- **Processing log** displays the page containing the Universal Print processing log for this device.
- **Note: Printing is disabled while logged into an administrator account**. The device will not print the jobs when a machine administrator is logged in. Make sure to logout after using the MFP so the jobs queued on Universal Print will be printed.

2.2   Register Printer to Universal Print

Pressing the **Register printer** button on the configuration page will open Microsoft login page. The web page on this screen is controlled by Microsoft and login is authenticated by Azure. To register, please follow the steps below:

This page will also be displayed in case of re-authentication in cases like the user changed his password, token expired, etc.

1. The Printer Administrator must enter correct code to proceed to Microsoft Azure login.
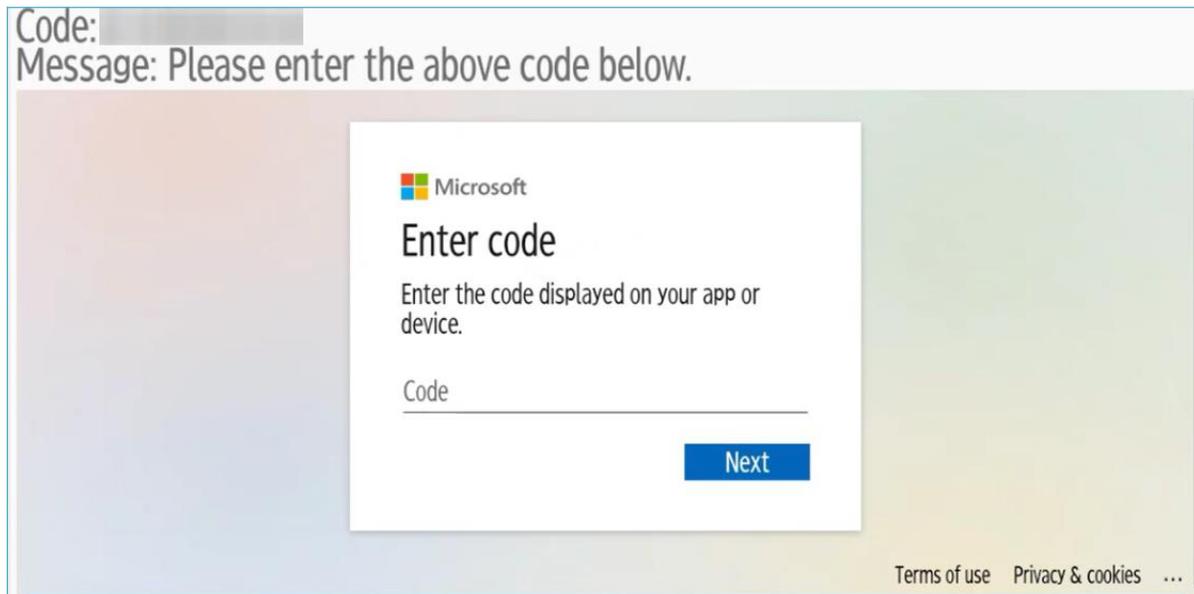
2. When correct code is entered, the Printer Administrator is prompted to sign in using an Azure Email ID. If the sign-in user is a **Multi-Factor Authentication (MFA)** enabled, Microsoft will require another login verification.

    ★ Important

    Azure credential to be used must have the following:

    o   The user must have Printer Administrator role assigned to it. Please see *Assign Printer Administrator role* on page 4.
    o   The user must also have license with universal print subscription. Please see *Assign Universal Print License* on page 6.

    ↓ Note

    Printer Administrator is recommended to sign in using Email ID, just like the screen shown below. Other sign-in options such as signing in to an organization may not behave as expected. Please sign in to your Azure Email ID to register and unregister device.
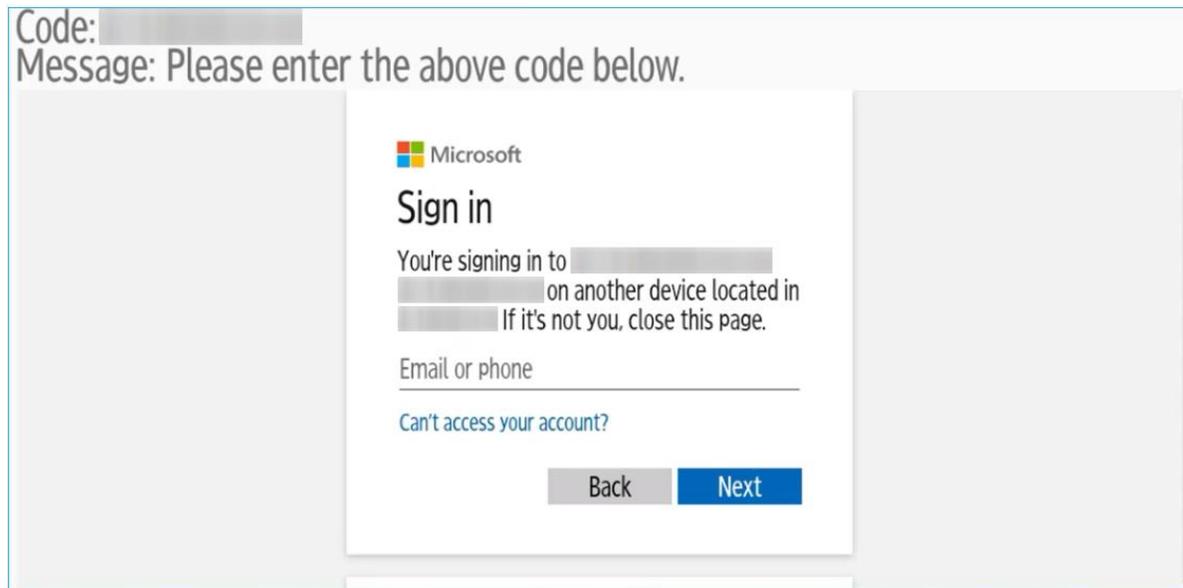
Note

Is it the first time to register device to Universal Print Service? Please refer to *Registering the First Time* on page 155.

3. Successful login will display a confirmation screen from Microsoft. When **Continue** button is pressed, the user is prompted with printer registration screen. Please proceed to Step #4 to continue the registration. If **Cancel** button is pressed, the registration will not proceed.
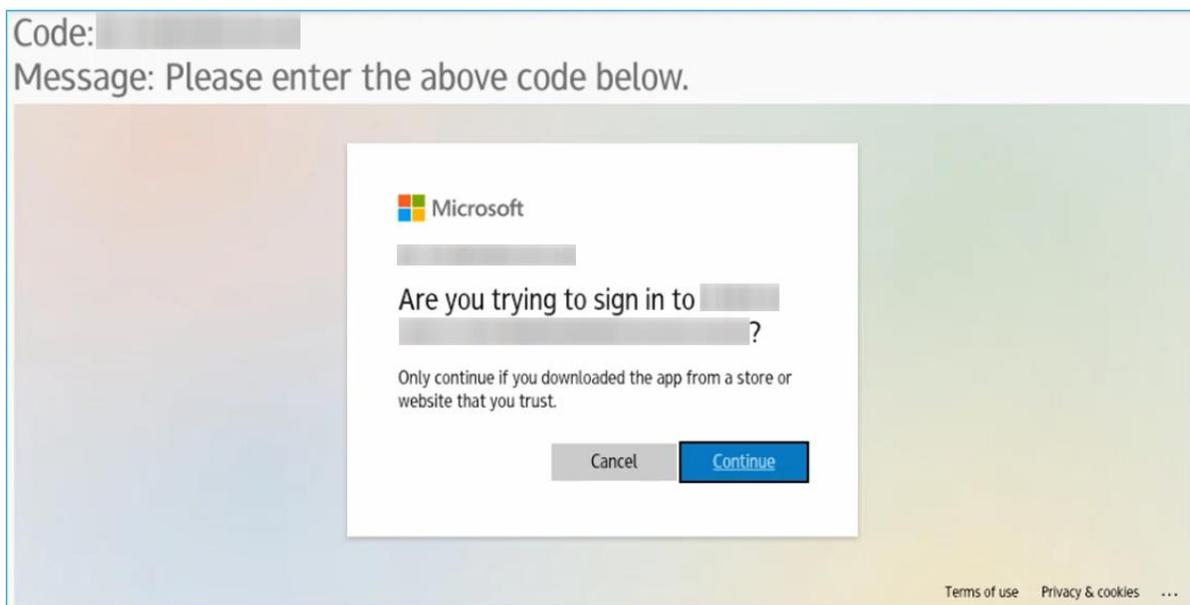
4. Provide the name of the printer that will appear on Universal Print server. The name is automatically filled with the device model name and serial number, but this field can be modified during registration. Tap **Register** button to register the device to Universal Print.

"This MFP requires user login to access" is displayed below the printer name field. If this is checked when **Register** button is pressed**,** a dialog is displayed requiring Printer Admin to enter the machine admin credential. If "This MFP requires user login to access" is unchecked, please skip the next step.

↓ Note

The checkbox, "This MFP requires user login to access" needs to be checked only if the device model group is 17S spring 2017 model or later. If the device is an older device i.e., before 17S spring 2017 then the tech needs to manually set the anonymous printing option from the service mode and in that case, this checkbox needs to be unchecked during the registration.

If this checkbox is checked on devices older than 17S, then the next screen where the machine admin credentials are entered will give an error.

5. Provide Machine admin ID and password and tap **OK** button. When correct credential is
   provided, the printer is registered to Universal Print.

Upon entering the correct machine admin credentials above and pressing OK button, the app will
continue with the registration process. On some devices, the machine admin may be logged out upon
pressing the OK button while on the other devices, the machine admin is not logged out. The
machine admin can re-login on the device in such a case to continue.

If user tap **Cancel** button, the printer name screen is displayed.
Following are the responses after entering the values above and pressing OK.
- **Unauthorized (401):** The Machine admin ID or password is incorrect.
- **Not found (404):** When this error is encountered, check the following and apply the
  resolutions:
  o Check the MFP firmware version, make sure it is up to date. Please see *MFP Configuration* on
    page 7.
  o To provide printing on this device, Anonymous Printing must be enabled manually by the
    technician. Alternatively, the device User Authentication must be set to 'Off'.

Following are the responses while registering the device:
- **Success:** Device is successfully registered to Universal Print Service.
- **Printer device already exists**: This indicate that the device is already registered to Universal
  Print. You must unregister the device from Universal Print first using Azure portal, then go
  back to PrintUP and register the device again.
- **Error:** Different error messages can be displayed if errors are occurred during this operation.

Once device is registered, the device must be shared using Azure portal first before windows
machine users can send print job to the device, please see *Sharing the Registered Device* on page 17.

2.2.1 Registering the First Time

When registering a device to Universal Print the first time, The **GLOBAL ADMINISTRATOR** will be asked to grant certain permissions to the application. The Global Administrator needs to accept these permissions before the global admin or the other users of the tenant can use the application.

A similar screen is shown below, the Global Administrator must click "Accept" to grant the permissions.

If the Global Administrator did not accept the permissions, the Printer Administrator will be prompted with the message below:
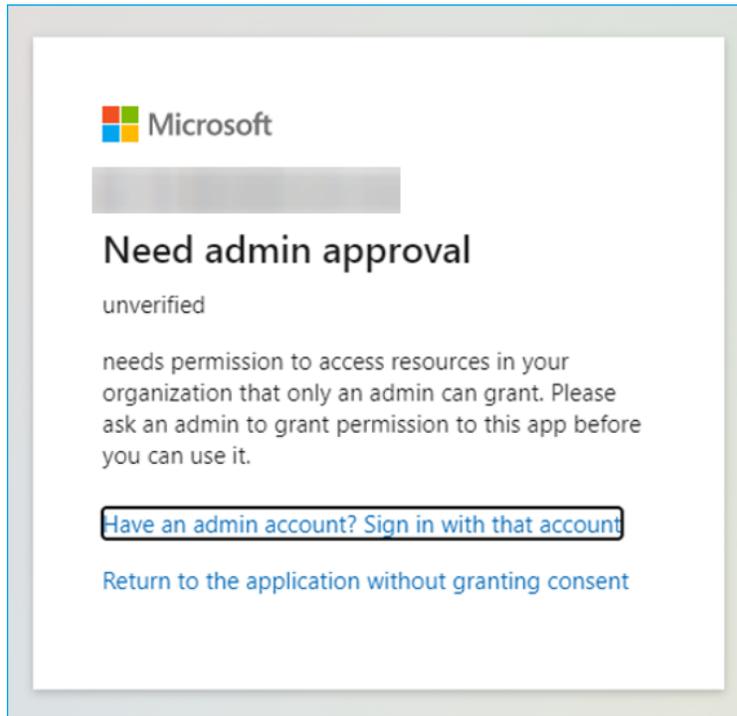
If this happens, go back to PrintUP home screen by tapping back button. Start the device registration process again and request the Global Administrator to enter his or her credentials and accept the permissions. Once the permissions have been accepted by the Global Administrator, then the Printer Administrator can continue to register the other devices.

2.2.2 Sharing the Registered Device

After device is registered to Universal Print, the device default sharing status is 'Not Shared'. This means that Azure users cannot find and add the printer to their client machines. The registered printer must be shared first so it can be added to the client machine. You can do this from Azure portal by following the steps below:

1. Login to Azure portal as Printer Administrator or Global Administrator.
2. Click on the Universal Print icon or search for it in the search bar.
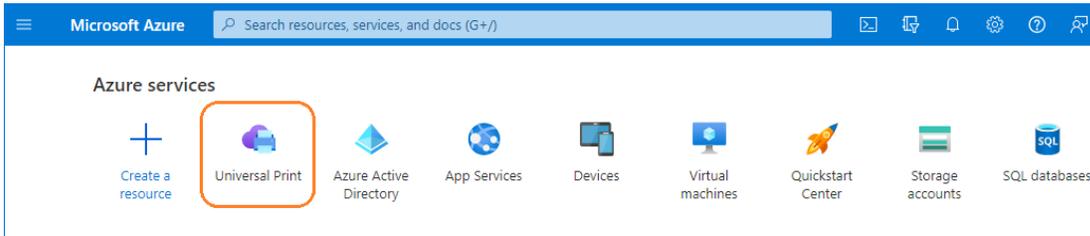
3. Click on **Printers** on the left pane
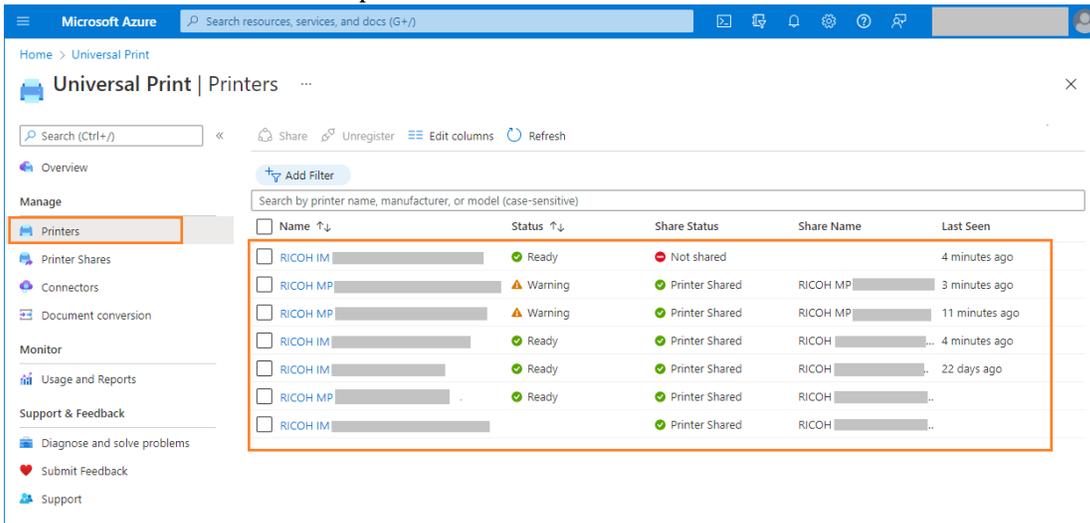
4. Click the printer you want to share.
5. Click on **Overview** then click **Share Printer.**
6. Add users who are allowed to use the cloud device.
7. Click **Share** to finally share the device.
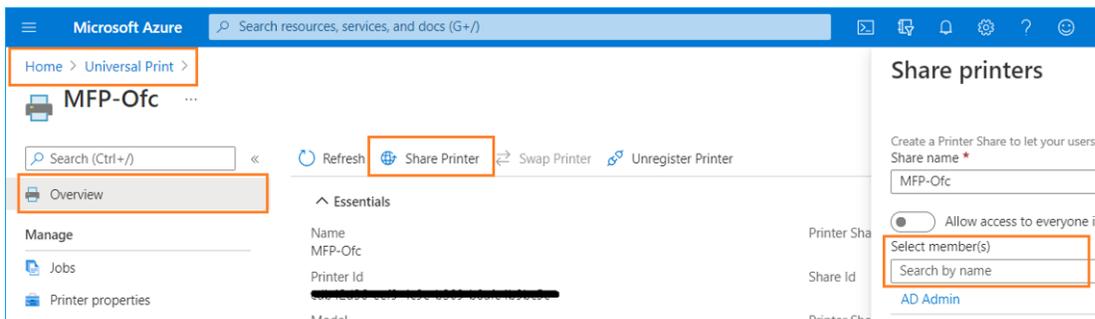
2.2.3   Add Cloud Printer to Client Machine

After the printer has been shared, Azure users can then add the shared device to their own workstation so they can send print jobs to the printer. To do so, follow the steps below:

1. The user must login to client machine using an Azure user credential.
2. Once logged in, open Window's Printers and Scanners wizard
3. Click **Add a printer or scanner**
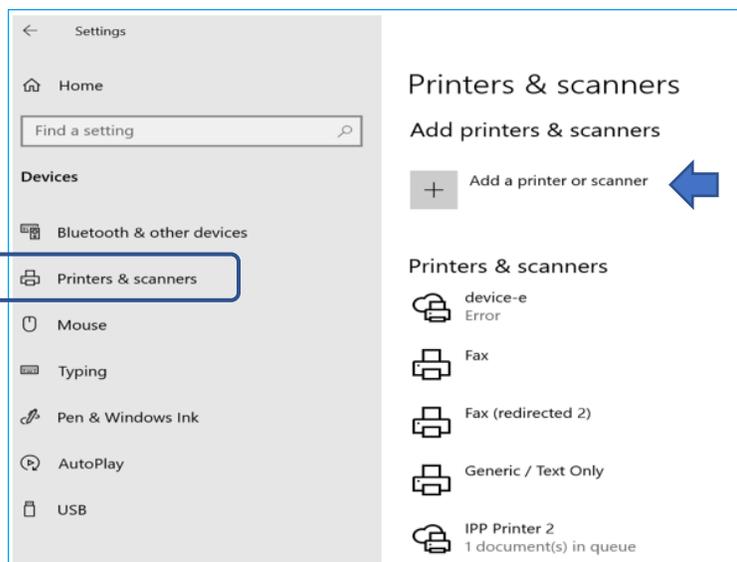
4. Look for the registered printer name shared by the Printer Administrator. If the printer name is not on the list of returned printers, click on ***Search Universal Print for printers***

   🔻 Note

   If the cloud printer is not found on the list or the *Search Universal Print for printers* link is not shown, please check if you are logged in on the client machine using Azure account. To do this, type Access work or School on your windows machine → Click Connect and enter your credentials.

   If already logged in as Azure user but the problem persists, contact your Printer Administrator so they can check if your account is included on the list of users who can use the shared printer.

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5. Enter the name of the cloud printer and click search
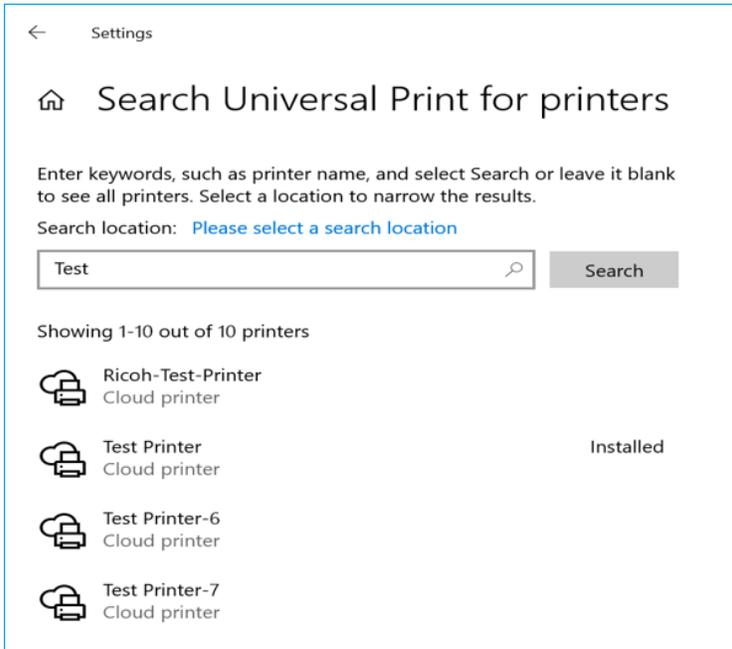
6. Select the printer and click **Add device**

When the cloud printer is added, you can see that the printer is displayed as "Ready". Once it's ready, you can submit your print jobs to this cloud printer.
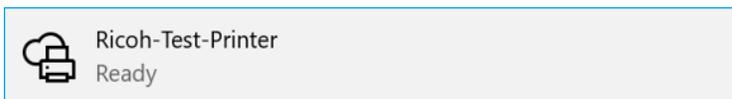
Note

Microsoft Universal Print Class Driver is the only supported driver on the client machine side.

2.3   Unregister Printer from Universal Print

Unregistering the printer from Universal Print removes the printer from list of universal cloud printers. Azure users can no longer access the printer from Universal Print and printing through the unregistered printer will result to error. Existing jobs in "Pending" state are removed.

Prior to device un-registration, Printer Administrator must un-share the printer in Azure Universal Print devices page. To do so, please follow the steps below:

1. Login to Azure portal as Printer Administrator or Global Administrator.
2. Click on the Universal Print icon or search for it in the search bar.
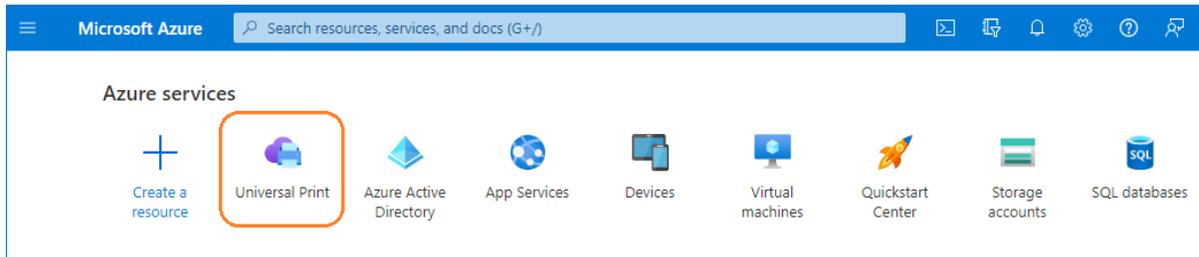
3. Click on **Printers** on the left pane
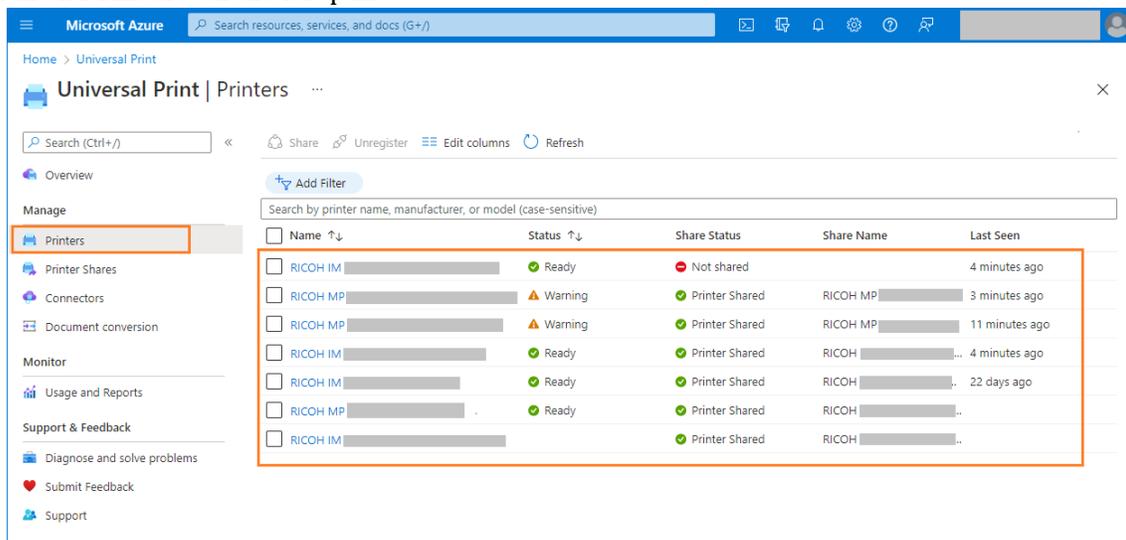
4. Click the printer you want to un-share.
5. Click on **Delete Printer Share** to un-share the device.
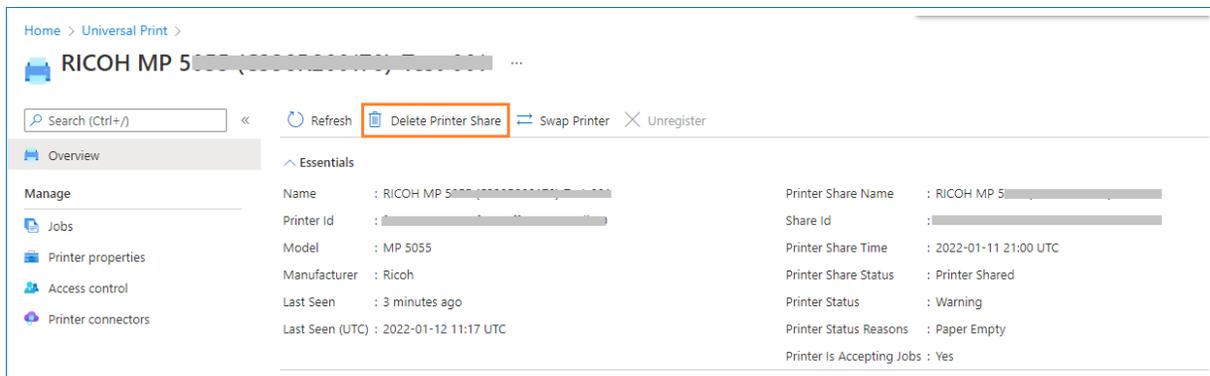
6. Click OK

It is recommended to delete the added cloud printer from client PC's printers and scanner.

To unregister the device from Universal Print, please do the following

1. Login as machine administrator to MFP
2. Open PrintUP application
3. Press **Unregister Printer** button
4. On the confirmation dialog, press **OK** to unregister the printer
5. Similar to printer registration flow, the screen will require correct code input then the Microsoft login screen is displayed.
6. When the Printer Administrator press the **Confirm** button on Confirmation page, PrintUP unregisters the device from Universal Print. When device is unregistered, the Printer Name becomes "Not Available", and the Status becomes "Unregistered". The printer is also removed from Universal Print service.

When device is still shared in Universal Print, un-registration will fail with shared printer error. If device is unregistered from the Azure portal directly, then the device unauthenticated message should be seen in the banner and the device should show not registered status. However, this may take some time to be reflected up to a couple hours.

2.4   Contents of Processing Log

From the PrintUP home screen, press Processing log button. This page displays the job events of print jobs handled by the PrintUP application.

The following describes the content of this page.

- **Date** is the date and time a job event is recorded. Job events can be printed, fetched, cancelled, or error.
- **User** is the owner's name of the print job. This will display Azure user's name who initiated the job.
- **Job title** is the title provided by Windows for the job, typically (but not always) matching the document name.
- **Status** is one of: printed, fetched, cancelled, error.

Note

Processing log clears when PRINTUP application is stopped, or device is restarted, when the app is updated.

3   Printing with Universal Print

3.1   Issuing the Print

The user will be able to send print jobs to the printer just like the usual printing function. Below are the generic steps to add a printer to the Windows client machine then send a print job.

A. Azure user adds the registered printer to their workstation. To add the printer, follow the steps found in *Add Cloud Printer to Client Machine* on page 18.

B. Open a document then print the document while selecting the added cloud printer. You can check your print job by opening the printer's job queue. Similarly, the Printer Administrator can check all jobs sent to the printer by opening the printer's job queue on Universal Print server.

C. Go to the MFP device and collect the printed document.

⭐ **Important**

The print job is automatically printed when the MFP PrintUP application received the job. No jobs will be printed if the MFP admin is logged on to the MFP either directly or via the Remote Panel Operation.

All print jobs are displayed in PrintUP Processing log as "Fetched" then another job event is logged as "Printed" after the job is successfully printed. The job will disappear from the user's printer's job queue but will show on Azure job list as "Completed". In Azure, the job will remain visible for several days and then be automatically removed.

While any type of MFP administrator is logged in to the MFP, the following banner or system message is displayed.
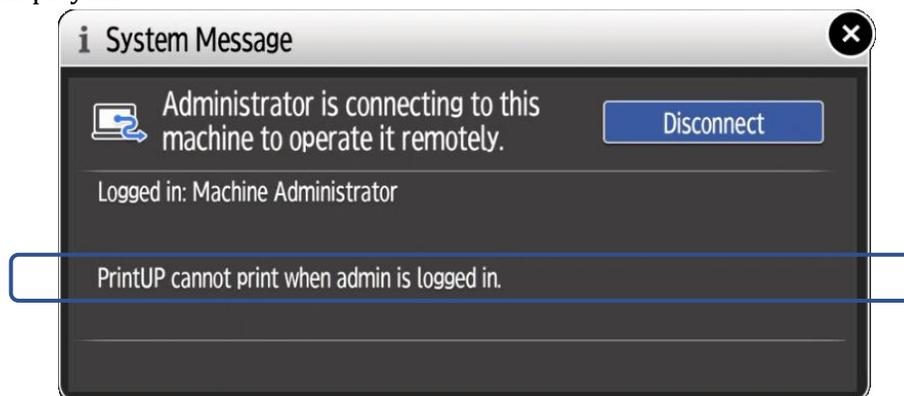
If this is displayed, please ask the administrator to log out from the MFP so the jobs will be printed. The message shown above will disappear when the admin is not logged in.

Note

The banner will display various messages in situations like re-authentication is required, unable to reach the server, etc. These messages may contain some information which can be useful for the support engineer in case of troubleshooting an issue.

3.2   Cancelling Print Jobs

A job can be cancelled from Universal Print job's queue or from MFP screen.

When job is cancelled from the Universal Print, the job will not be fetched by MFP PrintUP app. This means that there is no record of "Fetched" and "Cancelled" on Processing Logs.

When the print job is already fetched by PrintUP app and the device proceed to print the job but was cancelled by the user on the MFP printing screen, the job events are recorded on Processing Logs as "Fetched" and "Cancelled". The job status will also change to "Cancelled" in the Universal Print administrator pages.

Client PC user may see the job status changed to "Cancelled" before it disappears from their printer window. The job will show on Azure job list as "Cancelled". In Azure, the job will remain for several days and then be automatically removed.

3.3   Error Conditions on the MFP

A printing error encountered on the MFP will be relayed from the MFP to the Universal Print Server and will be visible on the Universal Print administrator page and in the user's printer window. When the print job is fetched by device before it encounters error, job events "Fetched", and "Error" are recorded on PrintUP Processing Log. In Azure, the job will remain for several days and then be removed.

3.4   Printer Attributes Visible to the Users

When a user views the printer properties in the Windows client machine, some printer attributes are visible, and others are not.

Attributes that are visible:

- Color/BW
- Single/double-sided
- Stapling
- Resolution
- Default paper size

Attributes not visible:

- Speed,
- Input/output trays,
- Print quality
- Paper type
- N-up layout
- Advanced finishing options

Note

Printer attributes' changes made in MFP or WIM will not be reflected on Windows Client printer properties and the reverse.

3.5   MFP is powered off, not connected to Internet, or the PrintUP application is not running

In this case the jobs will be queued to the virtual print queue on Universal Print. These queued print jobs will be printed in order when the PrintUP application is started.

If the queued print jobs are not yet printed after the device is reconnected to the internet or powered ON after shutdown, please wait for a few minutes. The jobs will be fetched and printed based on the order in Universal Print.

Please make sure that the device internet is available when register and unregister the device and throughout. The application may not behave as expected or display an error depicting the unavailability of the internet connection.

Note

The app requires that the device does not enter the sleep/engine off state and hence tries to avoid the device from entering in it. It also tries to avoid the panel from entering the sleep state.

4   Install and Uninstall PrintUP Application

4.1   Installation

![Important]

If your device has an installed PrintUP application which version is lower than or equal to 1.0.23, it is highly recommended to follow the steps below before upgrading to the latest version

1. Unregister the device from Universal Print Service. Please see steps in *Unregister Printer from Universal Print* on page 20.
2. Uninstall the PrintUP application from Application Site. You can check for the other methods in *Uninstallation* on page 28.
3. Delete the PrintUP app from the Enterprise applications under Azure AD.
4. Install PrintUP with the latest version via Application Site or using other ways listed below.

PrintUP SOP application can be installed using Application Site, device Web Image Monitor (WIM), or via a SD Card.

- **Install from Application Site** – It is recommended to use Ricoh Application Site to install PrintUP application.
  1. Login to MFP as an admin user and go to Application Site app.

  2. Select the PrintUP app and click Install button on the next page.
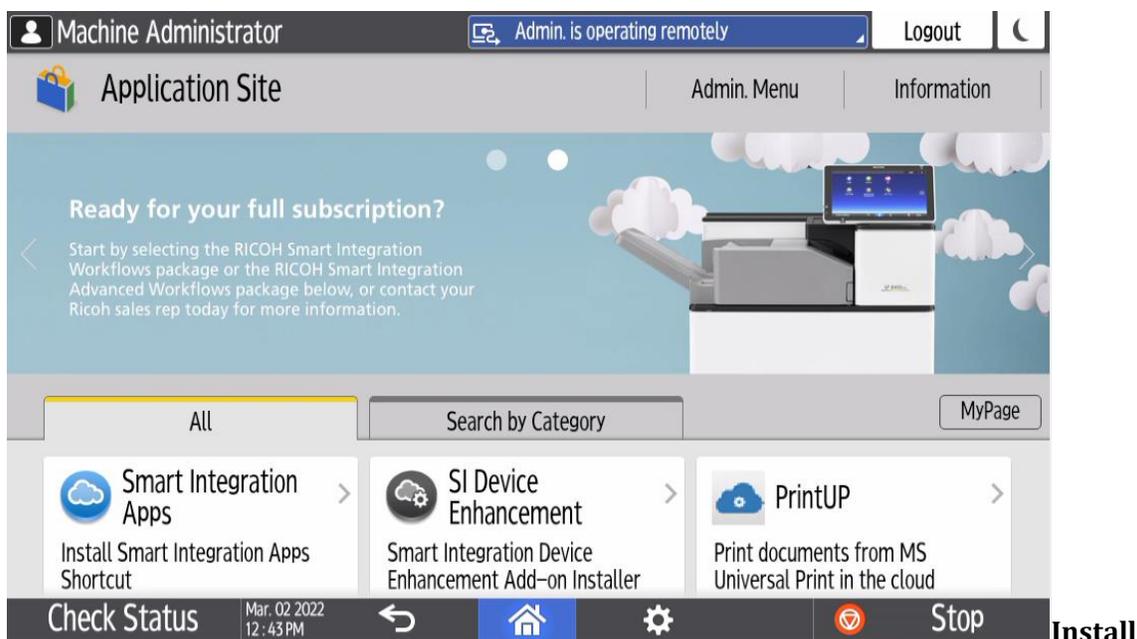
- **Install from WIM** – If unable to install from Application Site, you can try installing from the device WIM.

  Login to device WIM as administrator and go to **Device Management** → **Configuration** → **Extended Feature Settings** → **Install**. Browse the PrintUP installer and install the application.

- **Install from SD card via Service mode** – Optionally, you can also install the application via SD card. Contact your technician to help you with the installation using this method.

  Place the PrintUP installer in SD card inside the "App" folder. Insert the SD card to MFP device. Login in via Service mode and press **Apps** →**Install** →**Install from SD Card**. Select PrintUP and press install.

Note

Installing the application does not need device restart because the application is already useable after installation.

4.2   Uninstallation

PrintUP SOP application can be uninstalled using WIM and MFP panel Service mode. Make sure to unregister the device before uninstalling the application. It is also recommended to reboot the device after successful uninstallation of the app.

- **Uninstall from WIM** – You can also uninstall from device WIM.
  Before uninstalling PrintUP make sure no admin user of any type is currently logged in on the SOP panel neither directly nor even using Remote Panel Operation. Admin should only login to device WIM for the uninstallation. If an admin of any type is logged in to SOP, a message saying *PrintUP cannot print when admin is logged in* is displayed and if the app is uninstalled in this state, the app will be uninstalled but the messages won't go away. To avoid this, ensure that admin is completely logged out of the SOP panel before uninstalling the app and the banner does not have any messages from PrintUP. Alternatively, reboot the device after successful uninstallation of the application.

    For more details, refer the note mentioned below.

    Login to device WIM as administrator and go to **Device Management → Configuration → Extended Feature Settings → Uninstall**. Select PrintUP and uninstall the application.

- **Uninstall from Service mode** – Ask your technician to uninstall the application via service mode.

    Log out machine administrator from MFP and login to Service mode. Go to **Apps →Install →Uninstall** then select PrintUP and press uninstall.

Note

It is highly recommended to reboot the machine after successful un-installation of the app.

Note

When PrintUP is removed or uninstalled using WIM while the machine administrator is still logged in to the MFP, the message *"PrintUP cannot print when admin is logged in."* can still be seen in System Message even after the app is uninstalled.

If the banner shows messages from PrintUP even after uninstalling the app, please reboot the device once. OR

To avoid the *"PrintUP cannot print when admin is logged in."* and/or other messages after app is uninstalled from WIM, it is suggested to logout the machine admin from MFP and then uninstall via WIM. Please check **Uninstall from WIM** for the steps.

If the message *"PrintUP cannot print when admin is logged in."* is persistently displaying in System Message after the app is uninstalled, please reinstall the application. To do so, please follow the steps below:

1. Install PrintUP app from Application Site, or using other methods found in *Installation* on page 26.
2. After successful re-installation, login to MFP as machine administrator.

3. Log out from the MFP.
4. Confirm that the message is no longer seen in the banner/System Message.
5. Uninstall the application. Please see **Uninstall from WIM** for steps.

5   Troubleshooting

Following steps can be performed for troubleshooting if the application does not work as expected.

5.1   PrintUP cannot co-exist with SLNX & CAC

The PrintUP application cannot co-exist with the SLNX, CAC and other authentication applications. If the MFP already has these applications installed. Kindly uninstall them before installing the PrintUP application. It is recommended to use Basic Authentication for user authentication. To do this, login to WIM → Device Management → Configuration → Device Settings → User Authentication Management → Basic Authentication.

5.2   If PrintUP (user interface) does not respond to touch

The user interface of the PrintUP application is meant to be used by machine admins only. It will not respond to touch/click events if the logged in user is any other type of user except for machine admin user. Also, the touch will not respond when the user has logged out.

Note – If the app does not respond to touch, please ensure that you are logged in with the machine admin. Machine Admin can be set by WIM → Device Management → Configuration →Device Settings → Program/Change Administrator.

5.3   If PrintUP does not print the job

The PrintUP cannot print the job if any type of admin is already logged onto the device. For example – If an admin of any type is already logged on to the device & if the user issues a print job to this device, the job won't be printed until the admin has logged out of the device, it will be queued on the virtual queue of the device on the universal print service. The job will be printed when the admin logs out from the device. A message is also displayed on the banner when an admin logs in to indicate this behavior. Note the admin should also be logged out from Remote Operation Panel.

Also ensure that each user who wants to use the app has been assigned a license with valid Universal Print subscription. Refer section 1.2

If the job is still not printed after the admin logs out of the device, then confirm that the device has a stable internet connection, check the banner for messages if any and try restarting the device.

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5.4   Functional problem detected on the MFP

The SOP panel may show a dialog box saying functional problem detected. This may occur after issuing a print from the client machine.
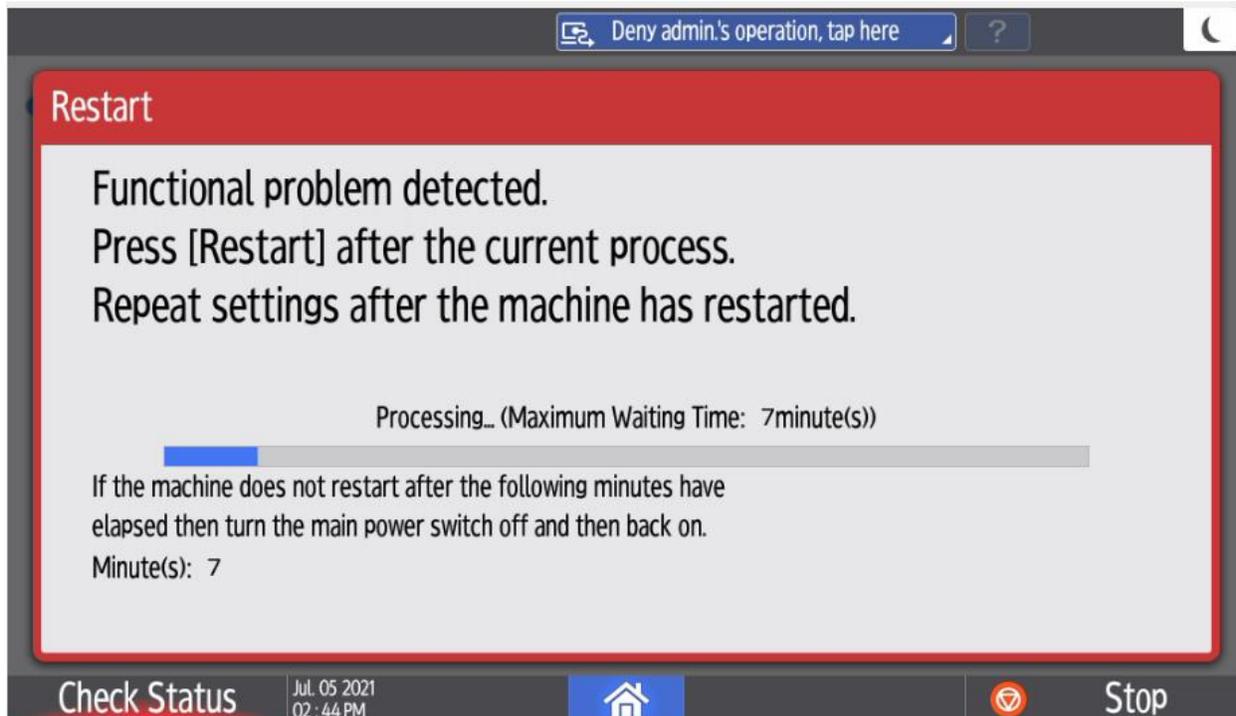
In such a case, please follow the steps mentioned below:-

Check User Tools > System Settings:

1. User Authentication Management -> set to OFF
2. Machine action when limit is reached -> set to Allow Continue Use
3. Enhanced Print Volume Use Limitation –> Tracking Permission & Stop Printing -> set to OFF
4. Auto Delete User in Address Book -> set to OFF

5.5   Network connectivity or unregistered device

The device will not be able to fetch and print jobs when it is not connected to the internet. This can be determined by the icon of the application. In case of an unregistered printer or lost internet connection the following icon will be displayed - A broken line between the cloud and the printer. The broken line will also appear in case when printer is registered but internet is not available.

The following icon will also be displayed in cases when re-authentication is required i.e., if the admin credentials are updated, etc. It can also be seen in situations where the device is un-registered from Azure portal but not from the app.

Note – The internet connection status, especially the non connected status takes long up to several minutes to be reflected on the icon. The connected status can take long to be reflected as well. Similarly, it may take up to a couple of hours for this icon to be updated in cases like the re-authentication is required or when the device is un-registered from Azure portal and not the app.

5.6   Logs: Call support for the process to collect the logs.

5.7   Setting that may affect application operation

Various MFP settings can affect proper operation of the PrintUP application. They are noted below.

WIM>Device Management> Configuration> Printer> Basic Settings > Auto Continue needs to be set to "off" or jobs may be aborted.

5.8   If the user sees need permission message after entering his credentials

PrintUP app needs some permissions which need to be granted by the Global Admin of the user's tenant. If the user tries to login through the app without the global admin accepting the permissions, the following message will be displayed –
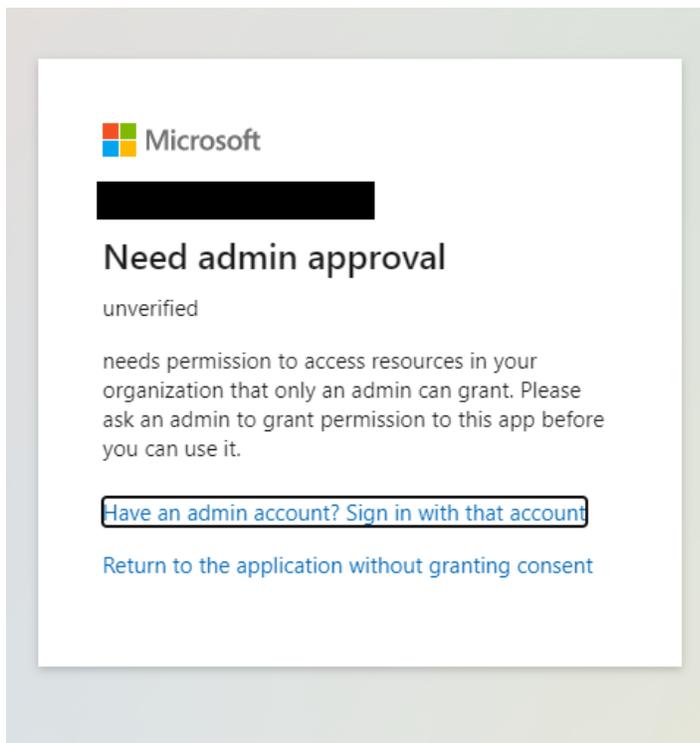
In such a situation, go back to the landing page. Start the registration flow, enter the code, and ask global admin to enter his credentials for the login. The global admin will see a list of permissions which he needs to accept. After the permissions are granted, the user can continue with the registration.

This needs to be performed just once during the initial setup, the remaining devices can be registered by the printer administrator and the other users with valid licenses and MSUP subscriptions.

Note – The permission prompt can be seen again if the permissions are revoked from Azure portal.

5.9 If the message 'PrintUP cannot print when admin is logged in.' is seen even after uninstalling the app

Reboot the device after successfully un-installing the app.

This message is likely to be seen in the following scenario.

If the admin is already logged in to the MFP, this message will be displayed. Also, while this admin is still logged in and if this app is removed/uninstalled via WIM, this message will be seen even after the app is uninstalled.

Following steps are suggested (Uninstallation).

- Logout the admin from the panel. This should remove the message from the banner.
- Then uninstall the app (after the admin is logged out).

Alternatively, if this situation has already occurred, try re-install the PrintUP app → login to MFP as admin → logout from the MFP → Confirm that the message is no longer seen in the banner → Uninstall the app.

5.10 If the device shows 404 error on the printer admin dialog

The printer admin dialog is supposed to be used for devices whose model groups are 17S or later i.e., 2017 spring models or later. If the device model group is older/before 2017 spring, then this dialog is not to be used. On such devices, the service technician needs to set the anonymous printing mode manually and during the registration, the checkbox "This MFP requires user login to access" should be unchecked.

5.11 If the device is not unregistered from the app

The device would have to be deleted/unregistered from Azure portal. PrintUP application needs to be deleted from the Enterprise applications from Azure AD and then a fresh copy of the latest application needs to be installed on the device. During the first device registration the app will ask for the print related permissions, the global admin needs to allow, approve them, and then proceed. Following device registrations can be performed by the printer administrator.

Note – Not deleting the previous PrintUP app from the Enterprise applications on Azure AD may result in an issue while un-registering the device from the PrintUP app.

5.12 Unregistering the device for the first time using PrintUP

If the application displays a message saying insufficient permissions and needs admin approval or the like during device un-registration using the PrintUP application, the global admin needs to un-

register the device using his credentials and allow, approve print related permissions when prompted so that the other un-registrations can then be performed by the printer administrator.

If the global admin credentials also don't work, this is likely due to a permission issue. In that case, unregister the device using Azure portal. To use the un-registration feature from the app for the future, it is recommended to have a fresh/updated copy of the app on the devices. Before moving to the latest version of the app-

1. Unregister the already registered devices from Azure portal. Delete the PrintUP app from Enterprise Applications from Azure Active Directory.

2. Install a fresh, latest copy from the application site & register the device.

3. During the first registration, the global admin needs to use his credentials so that he can grant the print related permissions. After that, the rest of the registrations can be performed by the printer administrator.

5.13 PrintUP: Error reading the configuration. Please un-register and re-register the device or contact support
Unregister the device from the app or from Azure portal and re-register.

5.14 PrintUP: Error while reading the configuration.
Try to re-authenticate the user. Upon successful re-authentication, relevant configuration can be updated, and this can potentially fix the issue if it has occurred due to configuration being erased. Otherwise, contact the support engineer to investigate the issue further.

5.15 PrintUP: Token is null and cannot continue with the subscription. Please ensure a stable internet connection or reboot the device or contact support
Ensure that the internet connection is healthy and stable on the device. If re-authentication message is seen, the user needs to re-authenticate and reboot the device. If none of these solutions work, contact the support engineer to look at the logs and fix the issue.

5.16 Banner messages after uninstalling
Before uninstalling the app, make sure that PrintUP isn't displaying any messages in the banner and then proceed with the uninstallation.

Reboot the device after successful uninstallation and confirm that the banner messages from PrintUP are no longer seen.

Or

If the app is already uninstalled and if the banner shows messages from PrintUP, re-register the device from the PrintUP app. After successful registration, ensure that there are no messages in the banner except for *PrintUP cannot print when admin is logged in.* Then log out of the device panel → Ensure that no messages are displayed in the banner by PrintUP and then uninstall the app from WIM.

5.17 PrintUP: Device JWT is null and cannot continue.
Potential solution is to confirm if internet is stable, re-authenticate if prompted or contact support engineer to investigate the logs and find the root cause.

5.18 Job Pending issue on PrintUP 1.0.23 or below

If the PrintUP app is unable to fetch, print the jobs from the virtual print queue and if the job is showing as pending in the virtual print queue, it is recommended to use the latest version of PrintUP from the Application site.

Before upgrading to the latest version of PrintUP it is recommended to delete/un-register the existing devices from Azure if un-registration from PrintUP does not work as expected. After unregistering all the devices, delete PrintUP app from the Enterprise Applications in Azure AD and then install a fresh copy of PrintUP app. During the very first device registration, the app will ask for some print related permissions and these need to be granted by the global administrator. The following registrations can be done by the printer administrator.

5.19 Clicking on unregister button asks for permission instead of unregistering the device

In such a case unregister the device from Azure portal.

For unregistering the device from the app, a specific permission needs to be granted by the global admin. If this permission is not granted, such an issue may occur.

5.20 Error state on socket (error code: -308)

If the following dialog appears in the application while registering the device or performing some operation, it is likely due to TLS other than 1.2. In such a situation, go to

WIM → Device Management → Configuration → SSL/TLS (under Security) → TLS 1.2 → Active

Mark other TLS versions inactive especially the versions higher than v1.2

Reboot the device after performing this setting and try again.
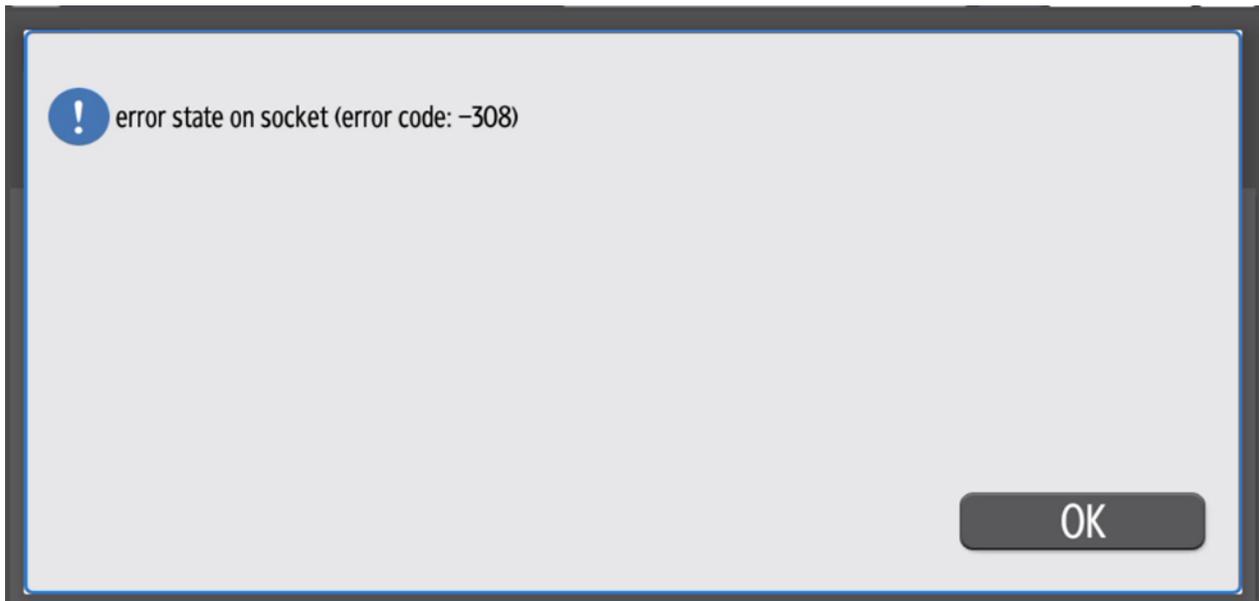
6 Limitations

6.1 Delay in printing after internet connectivity is restored

If the device loses the internet connection and if print jobs are issued to this device, they will be queued on Azure cloud. The device will try to fetch and print these jobs once the internet connection has been restored. However, please note that it may take longer up to several minutes for the device to fetch and print these jobs after the internet connection has been restored.

6.2 Delay in printing after the reboot

If the device is turned off and if the prints are issued to such a device. Then in such a situation, the print jobs are queued up on Azure print queue. The device will try to fetch and print these jobs once its started. However, this operation can take long up to several minutes on some devices.

6.3 Errors / application behavior in case of poor internet connection

The application makes several calls to the MSUP server during registration, un-registration and various other scenarios which require a stable internet connection, if a stable internet connection is not available, then the app may not behave as expected and the user may see messages like -

Unable to resolve host....

Application not responding

and the like.

In such a situation, the user can retry the operation once the connection has been restored.

6.4   Sign In using Email Only

It is recommended that the user signs in only using his email. The app may not behave as expected if other sign-in options are used.

This is usually required during the register / unregister the device.
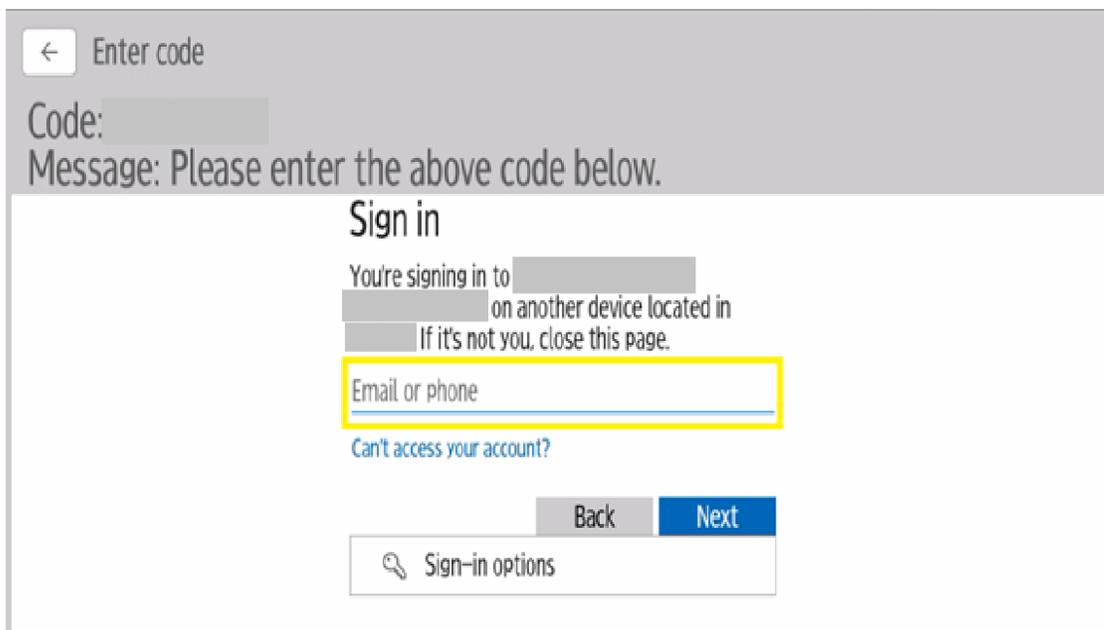
6.5   Updating the app from 1.0.23 or earlier to the latest version

Before upgrading the app to the latest version from version 1.0.23 or earlier it is highly recommended to un-register the existing device, delete the PrintUP app from Azure portal -> Azure AD -> Enterprise Applications -> PrintUP and then install the latest version and re-register the device. The application will ask for the print related permissions while registering for the first time and the global admin needs to allow/approve those permissions and then proceed.

Note – Not deleting the previous PrintUP app from the Enterprise applications on Azure AD may result in an issue while un-registering the device from the PrintUP app.

6.6   Supports Microsoft Universal Print Class Driver

Currently the only driver supported on the client side is Microsoft Universal Print Class Driver.

6.7   Sleep/Engine off state

The app requires that the device does not enter the sleep/engine off state and hence tries to avoid the device from entering it. The app also tries to avoid the panel from entering the sleep state.

6.8   Banner messages not cleared

The app will show banner messages to inform the user about certain errors. In such a situation, the user is expected to take the actions suggested by the app if any and reboot the device.

6.9   Job Aborted

The job status may become aborted if the system is in the maintenance mode or is busy. In such a situation, the app will retry again multiple times after a short-time interval but if the system is still busy then the job would get aborted. In such a case, please issue the print again.

6.10   TLS 1.2

The app requires the device to have TLS 1.2 active and the higher versions to be inactive.

7.   Recommendation

7.1   Frequent re-authentication

If you require frequent re-authentication to Azure, please consider that this will stop printing for all users. So don't set the interval too short.